TELEPHONE TALK

VOL. 49, NO. 6 BRITISH COLUMBIA TELEPHONE COMPANY NOVEMBER-DECEMBER, 1959

To All Our Telephone People and Their Families

Warmest Wishes for a Happy Yuletide
and a Bright New Year

C. H. McLean
President

OUR COVER—A winter scene to express the Christmas spirit of peace and beauty. Photo by Donovan Clemson of Armstrong, B. C.

A MILESTONE IS PASSED

The 500,000th telephone has been installed by B.C. Telephone Company; now we're aiming at the millionth

A NOTABLE milestone in Company history was passed during November, with installation of the 500,000th telephone.

In itself, the half-millionth instrument is no more significant than the 499,999 others, but it points up the tremendous pace of Company expansion in recent years.

The province's first commercially-operated telephone was introduced at Victoria in May, 1880. And, while it took nearly 80 years to reach the half-millionth—and 47 years to get the first 100,000—achievement of the millionth phone is confidently predicted by Company forecast experts within the next 15 years.

Constant growth in telephones has naturally accelerated the volume of calling, and telephone users in B. C. Telephone territory are originating nine times as many long distance calls as they did in 1939. Local calling is four times the 1939 figure.

Average number of daily local and originating toll calls completed throughout the system is more than 3,000,000 at the present time. This is a jump from 800,000 a day in 1939 and 1,500,000 in 1949.

In 1939 the average number of daily toll calls originating in the system was 5553. The comparative figure from January 1 to September 30 this year was 51,060. Average daily local calls numbered 786,764 in 1939. From January 1 to September 30 this year, the average number was 3,186,574.

Eighty-three percent of the homes in B. C. Telephone Company territory now have telephones. This percentage is expected to be close to 100 by the time the millionth phone is reached.

Canada's second largest telephone system has grown up with the province, but it wasn't until 1927 that the Company served 100,000 phones. And it took another 21 years for the second 100,000—through the depression and the war years to 1948. Post-war expansion bore fruit in the next five years and the 300,000 mark was passed in September, 1953.

Accelerating demand brought the next 100,000 in the record space of three years, with the installation of the 400,000th phone in October, 1956. The slow-down in business activity earlier this year made it uncertain that the 500,000th would be reached before 1960, but an improvement in the economy during recent months was reflected in higher telephone gains.

Seventy-nine percent of the phones in B. C. Telephone Company's system are dial-operated. Ten manual systems are down for conversion to automatic next year — Alma and Hastings in Vancouver, Williams Lake, Nanaimo, Parksville, Chemainus, Balfour, Sooke, Gibsons and Sechelt. With completion of these conversions, the percentage of dial-operated telephones will increase to about 87 percent.

Christmas Sales Campaign

Never has the Company had such a showplace from which to launch its Christmas sales campaign in Vancouver as the two-storey arcade of the new William Farrell Building Addition. Large window spaces made possible these two eye-catching displays for the Yule season, one for gift extensions and one for holiday long distance calling. Employee sales have been spurred this season by management's offer to make contributions to the Telephone Pioneers' welfare fund of five percent of the first month's recurring and non-recurring charges. In addition, President C. H. McLean has stated he will match the contribution, dollar for dollar, on behalf of the Company. The result is expected to be an important boost to the welfare work done by B.C. Chapter 53, Telephone Pioneers.

Work Started on Supply, Repair Centre

THE B.C. Telephone Company will centralize its warehousing, purchasing, supply and repair facilities in one of the largest industrial operations on the lower mainland next year, with the opening of a $2,000,000 depot on a 21-acre site in Burnaby.

Designed to concentrate operations now carried on at several locations just south and east of Cambie Street Bridge in Vancouver, the centre is being constructed for the Company by Dominion Construction Company Ltd.

The site is bounded on the west and north by an uncompleted section of Nineteenth Avenue, on the east by Eighteenth Street and on the south by Tenth Avenue on the Burnaby-New Westminster boundary.

The centre will contain 144,000 square feet of repair shop and warehousing facilities and 21,000 square feet of office space. A roofed storage area will cover 20,000 square feet, and another 29,000 square feet will be used for unroofed storage. A cafeteria and rooms for training and conferences will occupy 6100 square feet

The centre will also contain automotive repair facilities and a covered parking area for 98 telephone vehicles, including heavy construction and installation trucks, and open parking for employees and visitors, with a capacity of 300 vehicles.

The site will be landscaped, and all driveways and parking areas will be blacktopped. The buildings will have foundations of concrete slab, and the main structures will consist of structural steel and pre-cast, tilt-up concrete panels.

Served by a railway spur, the Burnaby site will be the headquarters for a number of telephone operations, including those of Canadian (B.C.) Telephones and Supplies Ltd., an associate company that repairs telephone equipment and installs central office apparatus for the B.C. Telephone Company.

The Company's purchasing and supplies department will have facilities comparable to the most modern in the industry in North America, and the automotive repair section will be equipped with the latest in maintenance apparatus.

In the supply and warehousing portion of the site a central order desk will be linked by Teletype to 12 plant service centres and other supply points in the Vancouver area and to supply branches in Victoria, Nanaimo, Kamloops, Nelson, Cranbrook and Terrace. The order desk will also be linked by pneumatic tube system to a despatcher, and a conveyor belt system will feed supplies from the warehousing area to loading zones.

Installation trucks operating out of the main centre will be loaded at night, and installers operating out of other centres in the Vancouver area will be serviced by a mobile stores truck from the main warehouse.

A hanging monorail-type lift will transport heavy material within the warehouse area, and electric lift trucks will transport other, lighter supplies.

The new centre is due for completion sometime in the spring of 1960.

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New Canada-Asia Link Open

A NEW radiotelephone link, bridging the 4752 air miles from Vancouver to Tokyo, made Canada and Japan telephone neighbors as of November 3.

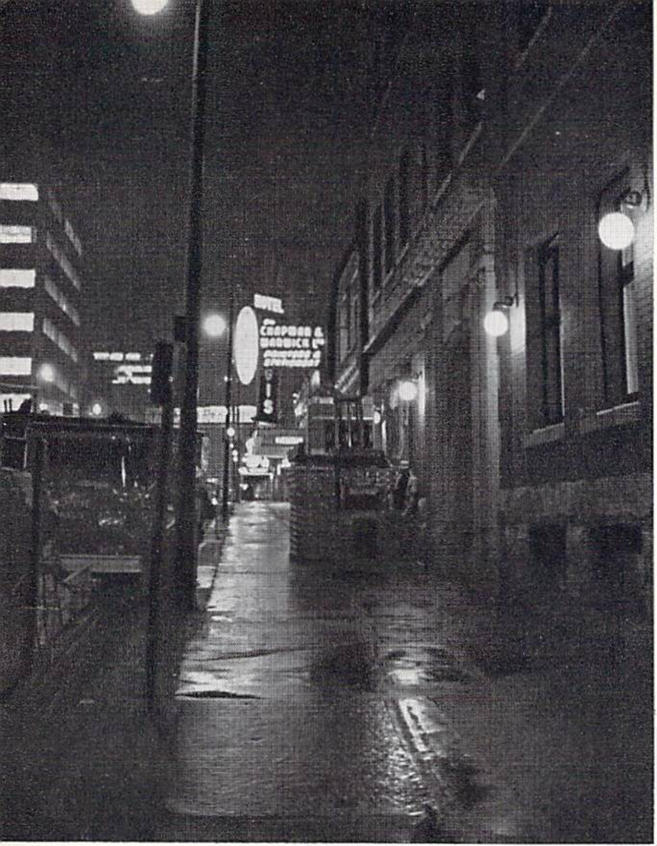
Canadians can now talk directly to Japan without going through Oakland, California, calls in each direction being handled by B.C. Telephone Company long distance operators at the overseas switchboard positions in Vancouver.

The new service, provided in association with The Trans-Canada Telephone System by the Canadian Overseas Telecommunication Corporation, opened officially with a three-minute call between Corporation President Douglas F. Bowie, in Tokyo, and Transport Minister George Hees in Toronto.

As with Australia-New Zealand traffic, Vancouver operators are handling outgoing and incoming Japan calls for all parts of Canada. Calls may be placed daily between 4 p.m. and 7 p.m., Pacific Standard Time.

Hong Kong is another Far East point recently added to the list of far away places that are served by Vancouver operators. The Canada-Hong Kong service opened November 1, and is staffed by Company operators from 5:30 p.m. to 8:30 p.m. daily, Pacific Standard Time.

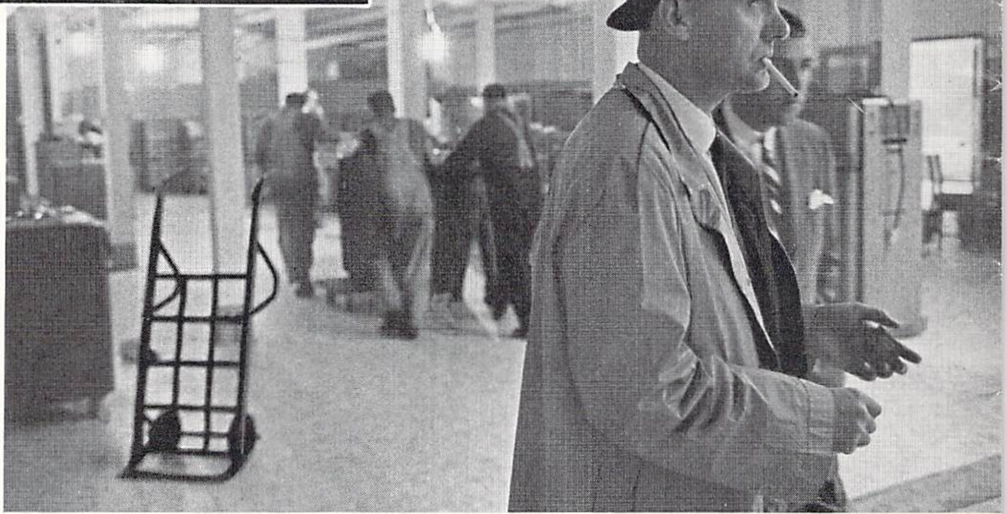
Hong Kong calls are routed through Sydney, Australia.



NIGHT MOVE

of revenue accounting to 555 Seymour Street

Rain slickened the pavements in Vancouver the night revenue accounting moved to new quarters on Seymour Street. The operation meant late hours of work for M. G. Butler (below), revenue accountant, and members of his staff. Photos by Jack Lindsay.



LARGEST single moving operation in the Company's history was the September uprooting of revenue accounting which vacated rented quarters at 425 Carrall Street and moved to our own building at 555 Seymour Street.

The operation was a sensitive one, with timing based on expiry of the Carrall Street lease and on billing and accounting periods. To avoid undue disruption of the department's work, and of street traffic, the bulk of the move was completed at night and Johnston Terminals, the movers, mobilized a fleet of heavy equipment—trucks, cranes and forklifts—to speed the job.

Weather complicated the operation and yards of plastic film were used to protect costly accounting equipment from an early autumn downpour. Trucked the six-block distance between the two locations were 2000 items of furniture and machines. The 148 machines and filing cabinets weighed about 110,000 pounds, exclusive of desks, chairs and miscellaneous furniture.

Besides the weight, movers were impressed with the delicacy and costliness of I.B.M.

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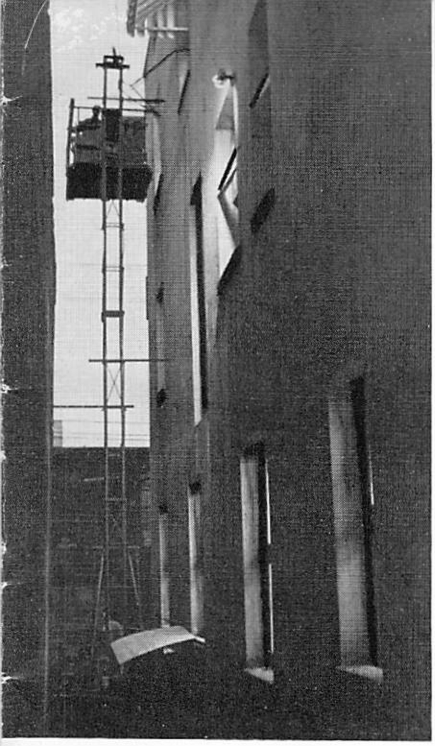
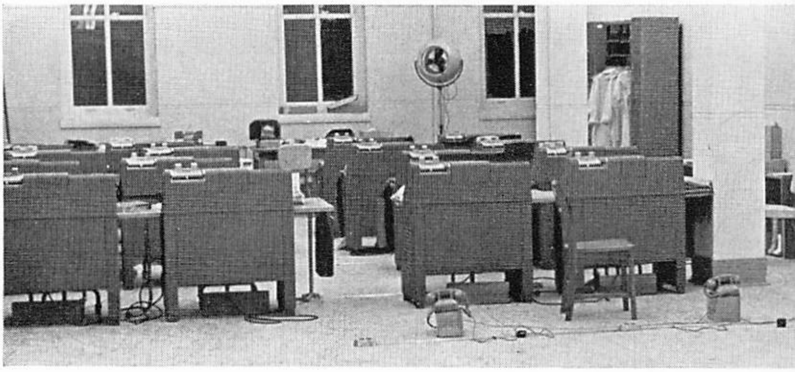


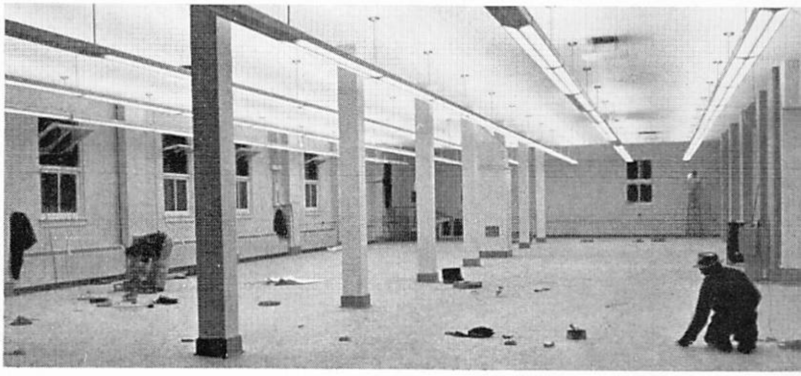
Johnston Terminals Ltd., the movers, erected this portable elevator rig in the lane outside 555 Seymour Street to hoist heavy office equipment to the third floor where it was trucked into the building from the window.

Another night worker during the moving operation was Miss Lorna Howden, shown filing subscribers' stencils at 425 Carrall Street before the cabinets were moved.

Pedestrians had to step aside as equipment was moved through the Seymour Street windows.

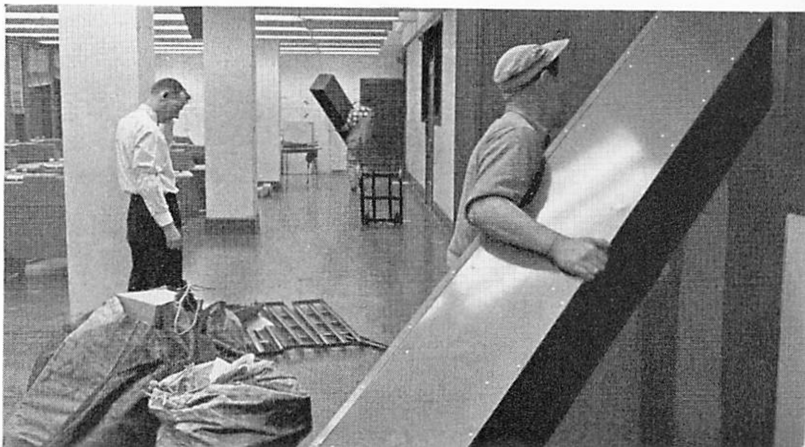


Card punch machines spotted in place but still not quite ready for action in their new quarters.



Workmen rush last minute electrical wiring, shortly before the furniture arrived on the third floor.

The old Carrall Street quarters were rapidly stripped of filing cabinets and equipment.



card punchers and verifiers, collators and sorters, reproducing punchers, mailing machine, two large Addressograph billers, accounting machines and interpreters and toll billers.

It was all planned like a military operation. Location of each desk, chair and machine was pre-arranged on large planning charts and numbers stuck on the floors to guide movers. M. G. Butler, revenue accountant, put his staff on swing shifts to direct the moving crews, and Sunday, September 27, was spent arranging work media so that normal operations could be started the following day in the new location.

Renovations at 555 Seymour Street had begun immediately after toll traffic units moved last April to the William Farrell Building. Stripped of its long distance switchboards, the historic building was quickly made ready for the more than 200 persons employed in the revenue accounting department and for their complex equipment. The electrical, heating and telephone systems were revamped and partitions pulled down to open up large spaces needed by the accountants and their clerks.

The renovations wiped out scenes familiar to generations of telephone people since 555 Seymour was opened as head office in 1907. The interior now bears little resemblance to its former appearance. It's been repainted, new lighting has been installed and new floor covering laid down.

It was a major job and it uncovered several nostalgic items. For example: Workmen tearing out a wall in the basement found a small, arch-shaped opening at the floor. It had them puzzled for some days until an old-timer affirmed that the opening was for the accommodation of a Company cat named Peter who was a privileged character around the premises years ago.

As the centre of the revenue accounting domain, 555 Seymour is now organized like this: Basement—mailing machine and mailing personnel; first floor—machine accounting, customer billing, Addressograph, training; second floor—reports section, cash section, cafeteria; third floor—toll ticket processing and settlements, cash control and verification.

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Annuity Discounts Revealed

EMPLOYEES holding Company annuity policies recently learned that, for the second year in a row, contract rates have been improved, resulting in accrual of added benefits.

Last year rates were improved by five percent. But this year the amount of annuity earned is 11 percent better than contract rates. In addition, the interest rate for death or withdrawal benefits has been increased from 3½ percent to 3¾ percent. It is pointed out, however, that the insurance company is not obligated to improve the contract rates and the discounts may not apply in future years. The past two improvements have followed favorable investment yields.

no need to miss important calls when you're out
ELECTRONIC SECRETARY
THE ELECTRONIC SECRETARY WILL ANSWER YOUR TELEPHONE FOR YOU

Fred Moonen, news supervisor (right), shows Electronic Secretary equipment to the Hon. R. W. Bonner, Q.C., attorney general and minister of industrial development, trade and commerce. The Company's display was part of an industrial exhibit at the three-day convention of Associated Boards of Trade of Central B.C. and Alaskan Affiliates at Kitimat in August. Photo by Northwest Photos.

Terrace Phones Now Automatic

RESIDENTS of communications-conscious Terrace, fast-growing North Country centre, needed no bidding when their new Viking automatic telephone system was cut into operation October 17.

Within a fraction of a second of the 11:01 p.m. cutover, the silent rows of switches in the Kalum Street office suddenly chattered to life.

Behind this cheerful outbreak of friendly calling, typical of so many cutovers, lay something of deeper significance, however, in the fairly recent memories of subscribers.

It is hard to realize that as recently as 1945, there were no telephones in Terrace. And by April, 1954, when the community's Government-operated system was taken over by B.C. Telephone Company, there were just 500.

That Terrace is now served by 1500 telephones indicates not only community growth but considerable investment on the part of the Company. Between April 1, 1954, and August 31, 1959, $769,000 was spent in gross plant additions.

A common battery manual switchboard took the place of the old magneto manual board in October, 1957; and to round off a program of constant improvement, October, 1959, brought the switchover to fully automatic operation.

The cutover was witnessed by officials representing all departments connected with the conversion. Operations were under the general direction of E. J. Davis, Interior division plant manager; J. R. Crawford, division commercial manager; and J. W. Asselstine, division traffic manager.

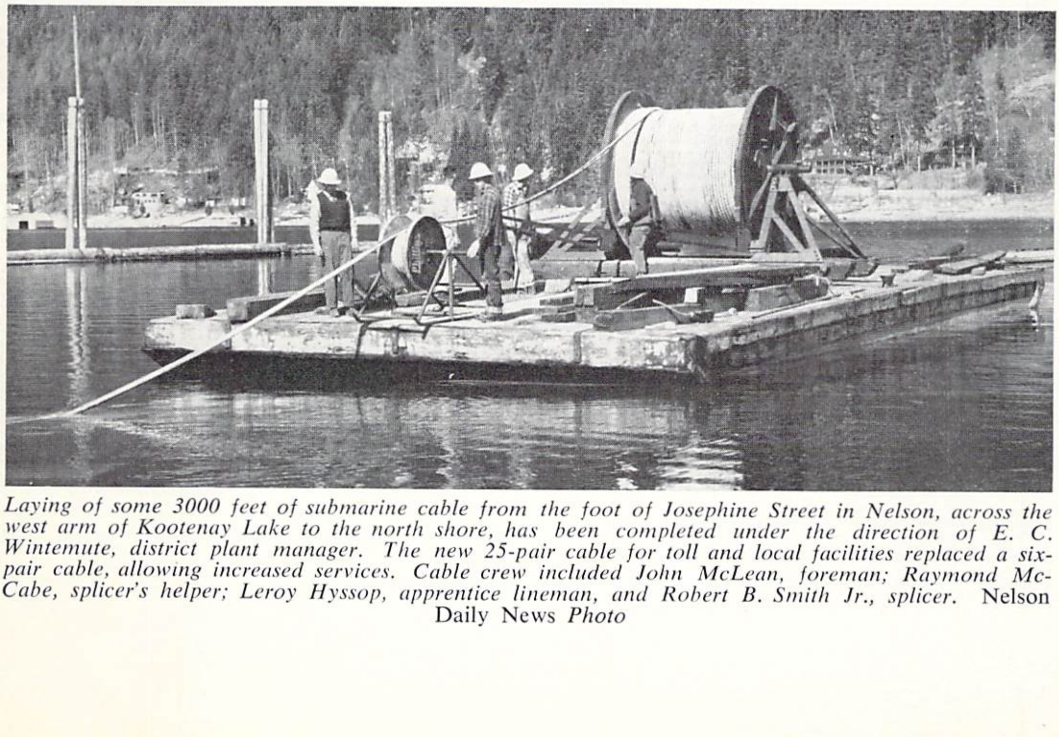
C. J. Finch, Terrace district commercial and traffic manager, was in charge of local traffic and commercial operations, while local plant aspects of the conversion were the responsibility of W. Graham, district plant manager.

Cutover co-ordinator was W. E. Rickson, and Frank Brown was conversion foreman.

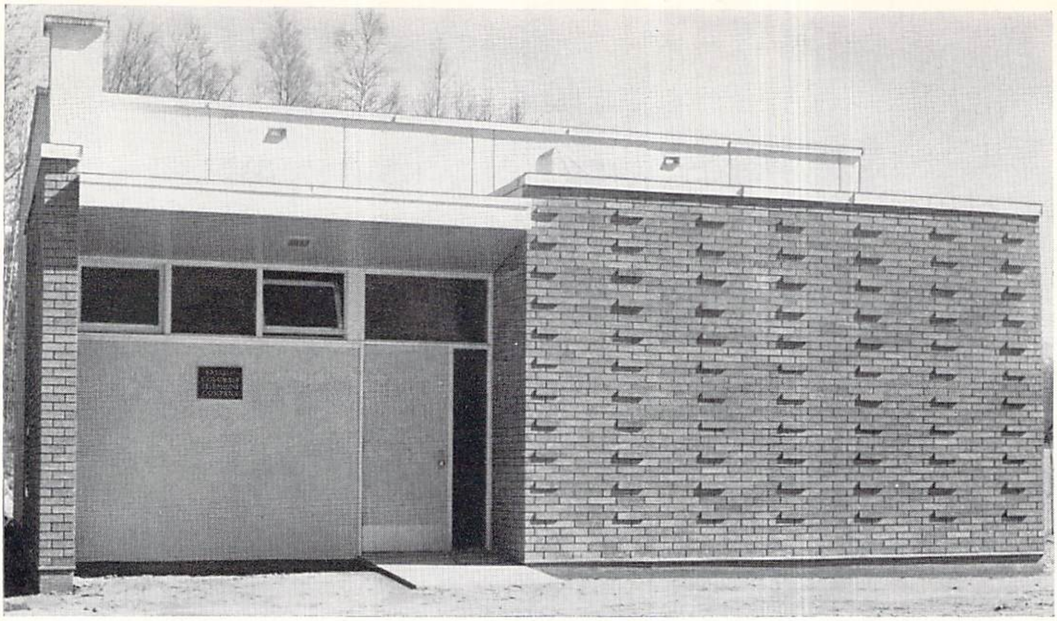
The Company gave a dinner in the Terrace Hotel on October 19 to mark the occasion. Attending were H. Pedrini, chairman, and members of the Village Commission, together with representatives of community organizations.

Corsages were presented to Chief Operator Mrs. Verna Grant and Local Representative Mrs. J. Vanichuk by Magistrates C. J. Norrington and L. E. Pruden. A tour of the new office took place after the dinner.

Congratulations were extended to the B.C. Telephone Company by the Terrace Omineca Herald in an editorial welcoming the cutover. "As business residents of some ten years, we know and appreciate along with others the service given our community by B.C. Telephone in our growing-up years," said the newspaper.



Laying of some 3000 feet of submarine cable from the foot of Josephine Street in Nelson, across the west arm of Kootenay Lake to the north shore, has been completed under the direction of E. C. Wintemute, district plant manager. The new 25-pair cable for toll and local facilities replaced a six-pair cable, allowing increased services. Cable crew included John McLean, foreman; Raymond McCabe, splicer's helper; Leroy Hyssop, apprentice lineman, and Robert B. Smith Jr., splicer. Nelson Daily News *Photo*

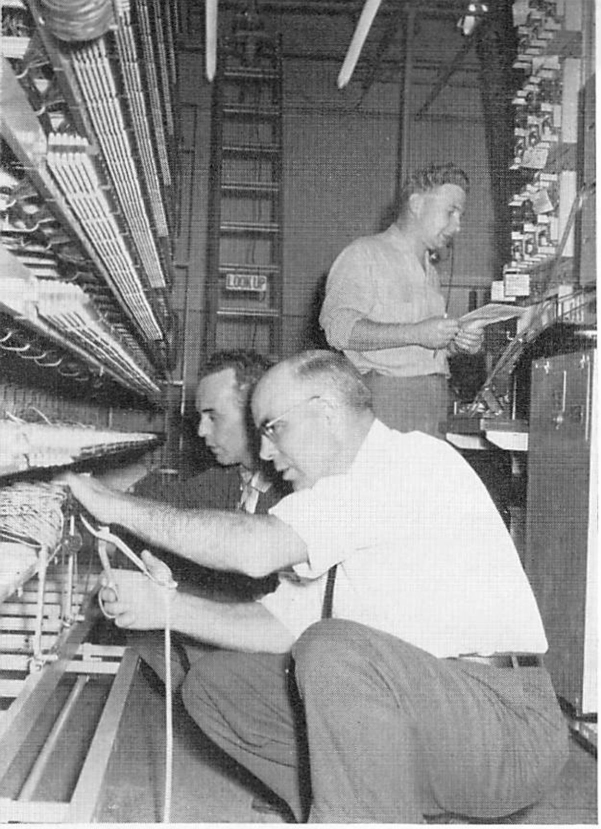


The Company's new building on Kalum Street, Terrace. Inside it is the complex switching equipment for the Viking automatic system, cut into operation at 11:01 p.m., October 17. Photo by Catton Studios.

Welcome to Terrace is extended by Village Commission Chairman Harry Pedrini (centre) to Conversion Foreman Frank Brown (right). Looking on is C. J. Finch, Terrace district commercial and traffic manager. Photo by Catton Studios.

Mrs. Verna Grant, Terrace chief operator, presides over her now-deserted manual switchboard for the last time as she takes a final look around after the cutover. Photo by Hugh Love.

Terrace Conversion

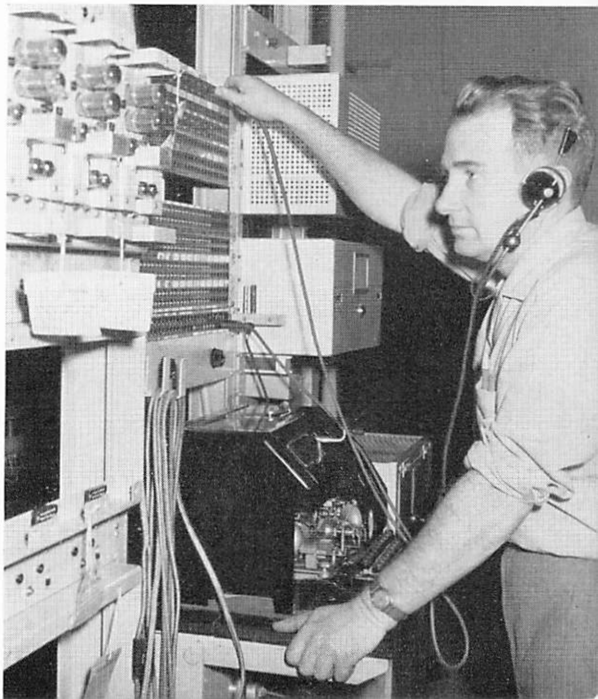


Ken Ordway of the conversion crew (nearest camera) cuts tie jumpers in the new Viking office, assisted by Dick Mercer. Photo by Catton Studios.

Terrace District Repairman L. D. Hollands and helper, W. Reynolds, pull heat coils in the old manual office, rendering the equipment dead. Photo by Catton Studios.

Interior Division Plant Manager E. J. Davis (right) makes a last-minute check with Toll Central Office Foreman Del Parlee just before the cut. Photo by Fred Moonen.

Mr. Parlee gets a report from Kitimat during final testing of toll circuits affected by the Terrace conversion. Photo by Catton Studios.



This serious business of Christmas shopping can claim the undivided attention of a small boy and his father, but it can also be a test in diplomacy when the father, in this case, Hank Lewis of traffic engineering, is obviously partial to electric trains. Four-year-old Kevin Mark fancies less elaborate gear, manages only a polite interest in the trains. When one is four, one prefers simpler things, like a truck that can be propelled by hand. Photos by Jack Lindsay in Van Hobbies toy shop, 5816 Cambie Street, Vancouver.

Traffic, Staff Metering–Instantly

LONG distance chief operators and their assistants in Vancouver, Victoria and New Westminster no longer have to depend entirely on their fabled X-ray eyes and other superhuman powers to tell them exactly what's going on in their toll rooms.

With the introduction of FW-1 cordless long distance switchboards in these places, they have some ingenious help in the form of desk-type installations known as control consoles.

If the chief wants to know how many operators are on the board, she doesn't have to count noses. If she wants an idea of how busy her office or unit is, she doesn't even have to look at the board.

The control consoles give a picture of these situations at a glance and also indicate how many calls are waiting to be put through.

In Vancouver, location of the largest FW-1 installation, there are four control consoles, one for each 48-position unit, and a master console. In general, the unit consoles provide information on traffic flow and staffing within each unit, and the master console gives information on matters affecting the entire office.

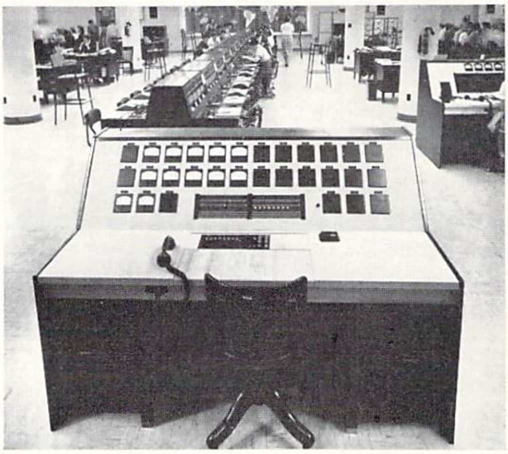
This information is indicated by meters, some giving a continuing check on conditions and others which are activated by pressing a button.

The master console is a large duplicate of the unit consoles and, in addition, provides cumulative metering of staffing and calls being handled throughout the toll room. One of the fundamental purposes of the master console is to provide supervision on toll circuits.

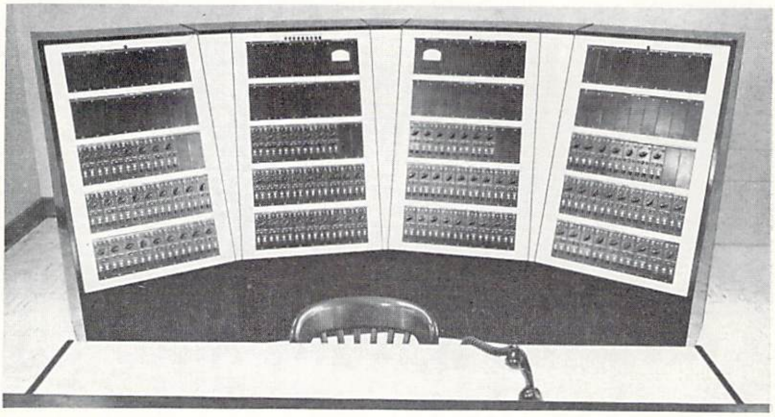
Traffic can be controlled under congested conditions by means of toll group control units on the master console. Switches associated with each intertoll trunk group permit the setting up of various delay announcements. They also allow up to four operators to "camp" on busy circuits so that they can be used as soon as they are idle. Because of the liberally engineered toll circuit groups, however, it has not been necessary to use the latter feature.

The key shelves on all the consoles permit access to any toll circuit group so that chief operators can discuss mutual traffic problems with any distant point.

The consoles are used to check traffic conditions at regular intervals, this supervision being stepped up to almost continual checks during busy load periods.



This is a master control console in Vancouver toll. It duplicates the meter arrangement of the four unit control consoles such as that in the upper right corner. It provides cumulative metering of staffing and calls handled. Cumulative toll trunk traffic is also shown at a glance. Photo by Rolly Ford Photo Publications Ltd.



These toll circuit group controls are part of the master console arrangement. A flick of any switch here automatically places recorded delay announcements on toll circuit groups. Photo by Rolly Ford Photo Publications Ltd.

Service at New Denver is Personalized

MORE than anything else, New Denver, B. C., is a place of quietness—quiet forests, quiet lake and quiet streets. But an island of bustling activity in that lakeshore town is the B. C. Telephone Company office, a block off the main street.

There a convivial little nineteen-year-old, the youngest chief operator in the B.C. Telephone system, presides over her staff of eight with dynamic efficiency. Despite her tender years, Miss Elaine Martin is no newcomer to the telephone business. She's been a chief operator for two years. Her interests are typical of the active nineteen-year-old—swimming, golfing, fishing in the summer; curling and skating in the winter. She also works with New Denver Girl Guides in the balance of her free time.

From the outside, the New Denver office has all the appearances of a private home, except for the sign out front. It's spotlessly clean, pleasantly landscaped and well cared for. Miss Martin does not use the building for living quarters but lives with her parents; that part of the house not used for the office and equipment is rented.

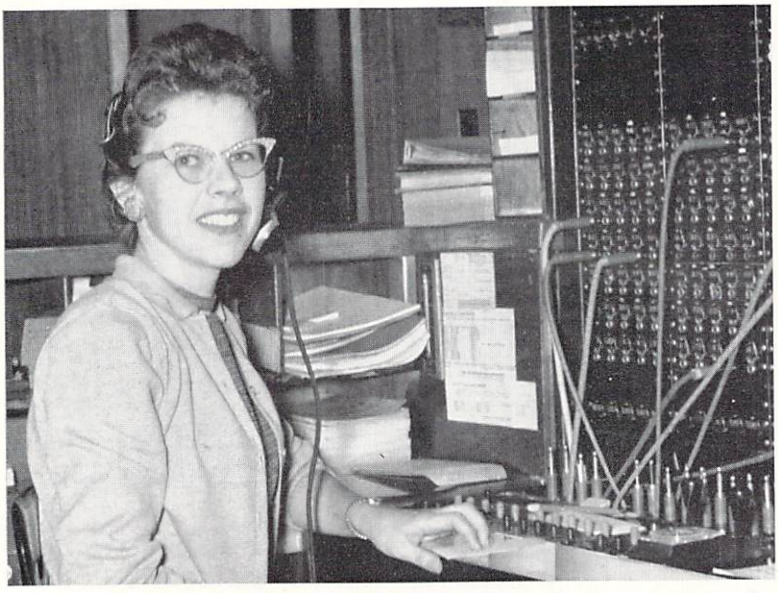
New Denver's C. O. exemplifies the Company's operators who have earned their way into the hearts and lives of communities where they work. It would be an exaggeration to say that New Denver revolves around her and her staff, but it is no exaggeration to say New Denverites would sorely miss their telephone girls if they were no longer there.

Homing on Miss Martin's switchboard are 263 telephones scattered along the shores of Slocan Lake. Miss Martin knows them all and the people who use them. This, as you can guess, creates some traffic procedures that would be alien to bigger centres.

If a call should come in for the John Smiths, for example, Miss Martin might not even make the connection. She might tell the calling party, "They've gone to Nelson and they won't be back until Thursday, but if you want to pick up that saw, you go over to the Browns. They left it there for you."

Another switchboard conversation might go like this: "Jamie! Jamie Jamison. You get home this minute. Your Mum's been looking all over for you."

You don't get that kind of telephone service in Vancouver, but it would be missed in New Denver if it were not for operators like Elaine Martin. The jacks on her switchboard connect the Smiths and the Browns of New Denver, its miners and lumbermen, loggers and metallurgists. Buyers, sellers and tinkers all get the same friendly, brisk service as Jamie Jamison's Mum and the people who come to town to pick up a saw.



Nineteen-year-old Elaine Martin is the youngest chief operator in the Company. She is shown here at her switchboard at New Denver where she plays a key role in the lives of the residents.

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SAVINGS-MINDED employees of B. C. Telephone Company and North-west Telephone Company have subscribed to $564,100 worth of Series 14 Canada Savings Bonds. Thirty percent of eligible employees took advantage of the payroll deduction plan to subscribe to an average $326 worth of bonds per employee. Total subscription last year was $550,550.

Name Your Antenna; They'll Put It Up

VERSATILITY well describes the Company's antenna crew.

They'll install any type of antenna from a two-pound "buggy whip" to a 2000-pound cornucopia (sugar scoop). Ask them to climb a tree, remove the limbs and top the timbers; they can do the job. And they can erect guyed masts and poles up to 120 feet.

Because topography of British Columbia doesn't lend itself to easily accessible radio sites, the seven antenna crewmen are well-travelled throughout some of the least known but toughest terrain in the province.

The travels began 10 years ago when antenna installations were handled by North-west Telephone Company. The first crew consisted of R. F. "Bob" Grisenthwaite and Ray Tindle. Bob is now in radio engineering and Ray is an installer at the Mutual office, both in Vancouver.

The crew has been on the rolls of B.C. Telephone Company since January, 1958, when a re-organization of radio work occurred. In 10 years' time, antenna crewmen have played an important part in the history of communications. The Trans-Canada Microwave System (TD-2) and the North Coast radio relay system are projects, among many, that have sent the crew to widely scattered parts of the province.

Present crew members are E. "Ted" Bateman, Kurt Bielfeldt, R. W. "Reg" Lacouvee, Ken Leland, Ray Salt, Peter Wold and Foreman Al Supeene.

Reg Lacouvee, in November of this year, worked in the coldest temperature yet authenticated by the crew. Effecting installations at the Fernie TD-2 antenna site, he worked outdoors in a wind-blown 40-below-zero temperature to complete the job.

It was during construction of the TD-2 system that the crew made history. After short but intensive training, antennas, plus waveguides, were erected and all cables installed from the towers to the radio buildings at each site. The other telephone companies across Canada had this work done by contractors; they were amazed at the versatility of the antenna crew in B.C.

This kind of talent has been displayed at Tofino, Stewart, Dawson Creek, the William Farrell Building in Vancouver, and other widespread sites.

Seas, too, are familiar to the crew. During antenna installation on Calvert Island, six crewmen lived on a storm tossed fishing boat, commuted to shore by rowboat, and then sometimes packed heavy loads of equipment from the beach to the radio site. Calvert is one of 11 relay stations in the North Coast radiotelephone system.

Former crew member Don MacPherson, now of radio engineering, recalls the time he was thrown violently into the air while working on the ground at Calvert site. Winds estimated at 100-miles-an-hour lifted him bodily, but he escaped injury.

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Big Expansion Program Planned

THE B.C. Telephone Company spent approximately $30,000,000 on additions and improvements to plant and equipment during the nine-month period ended September 30, and is planning for 1960 what may be the largest expansion program in its history.

This was the bright picture of Company activity painted in the Company's third quarterly report which went out to some 18,000 shareholders early in November.

Issued over the signature of C. H. McLean, president, the interim financial statement noted that the Company earned $2.27 per ordinary share outstanding for the period, after providing for preferred and preference dividends. This compares with $1.26 for the corresponding period of 1958, a year in which the Company failed to earn dividends in full.

"This is a considerable improvement over the same period last year," stated Mr. McLean, adding that the results of the Company's operations for the nine months also showed a marked improvement over those of the previous two quarters.

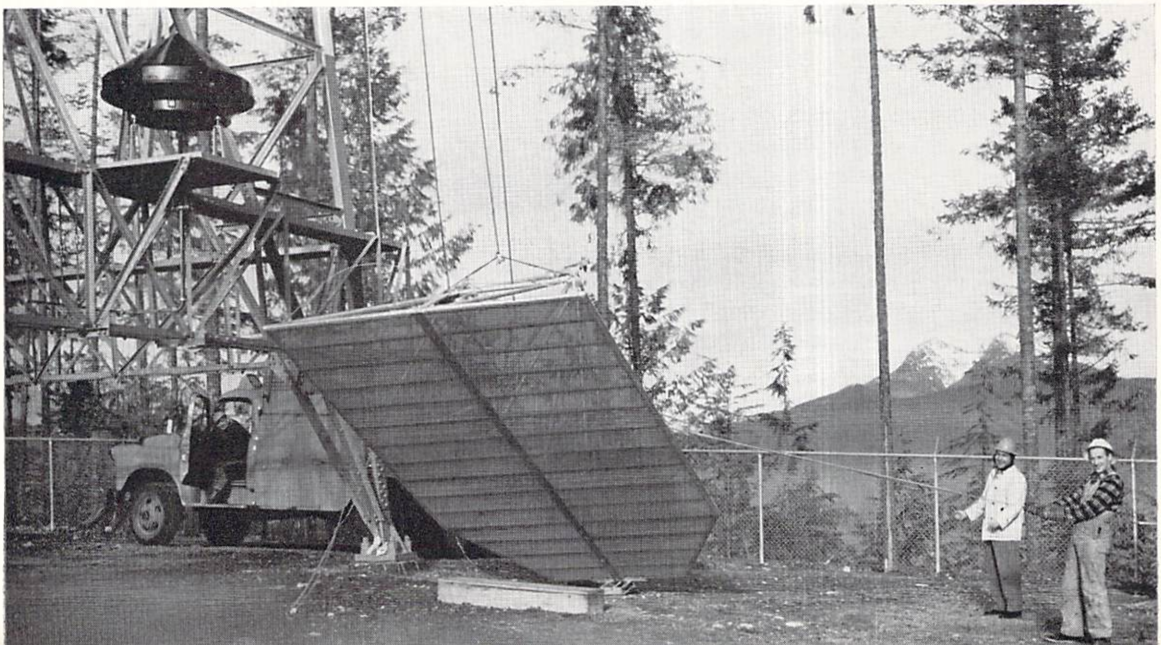
"This can be attributed to some extent to the impact of a marketing and sales program now well advanced, and a definite upturn in business throughout the province in recent months," he said.

The report showed an increase in net income—$4,981,053, compared with $3,091,264 for the same period last year; revenues amounting to $40,528,427, as against $32,873,015, and a marked upswing in operating expenses — $32,400,931, compared with $27,836,960 for the corresponding period of 1958.

THE HEAVE-HO BOYS

B. C. Telephone Company
Antenna Crewmen are Renowned
For Their Versatility

Often in bitter cold, always in spectacular scenery, these antenna crewmen go about their jobs with quiet competence, installing complex microwave and radio antennas wherever engineers say they must be, regardless of terrain. Below—Foreman Al Supeene and Kurt Beilfeldt hoist the 6000-megacycle reflector to the top of the Haney Trans-Canada Microwave System tower.



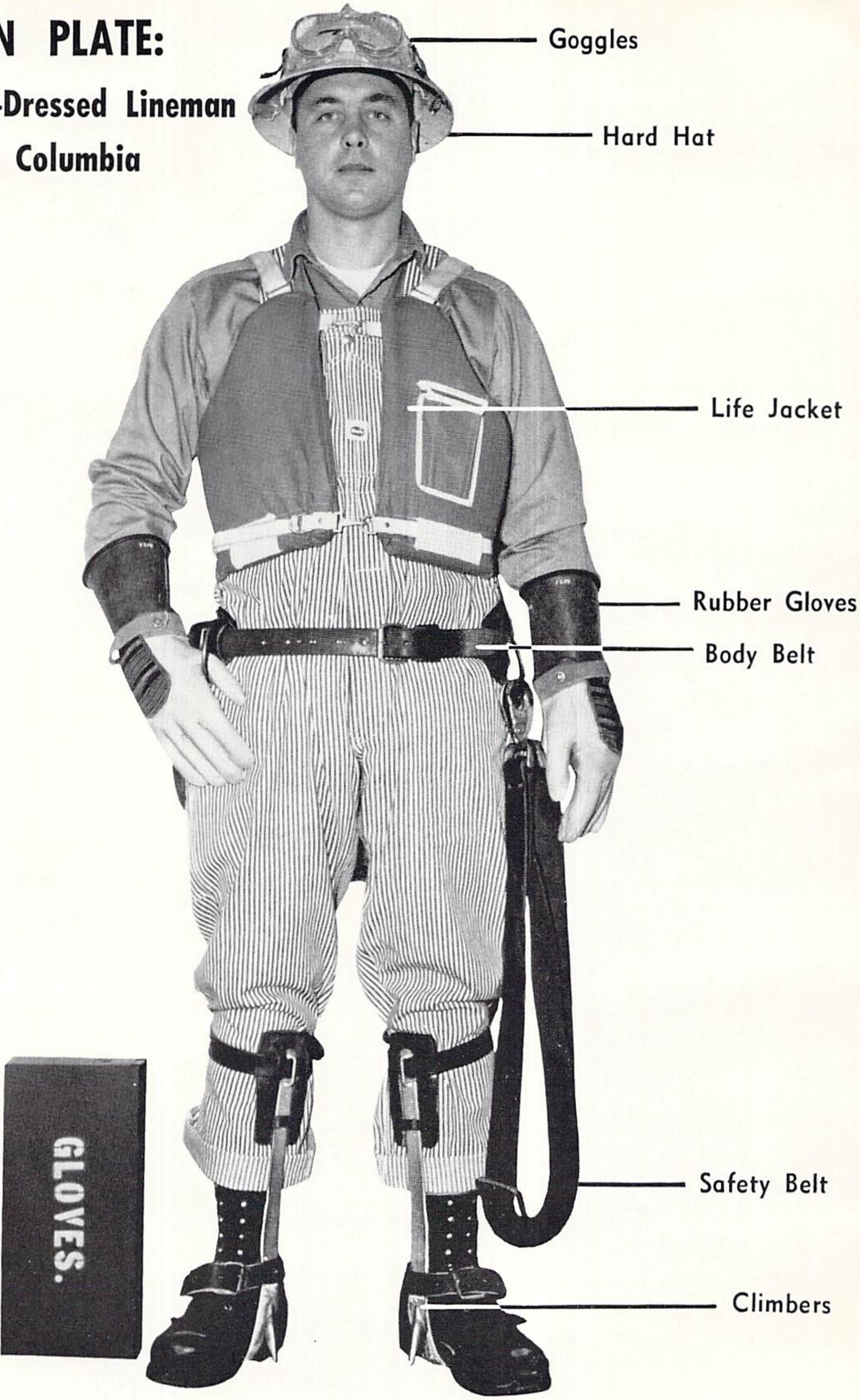
Pete Wold (right) is truck driver and powderman with Al Supeene's antenna crew. After some years on the gang, he's at home in some of the wildest spots of B.C.'s hinterland.

Foreman Al Supeene (on the ground) and Ted Bateman raise the receiving antenna to the top of the tower alongside the addition to the telephone building at Kamloops.

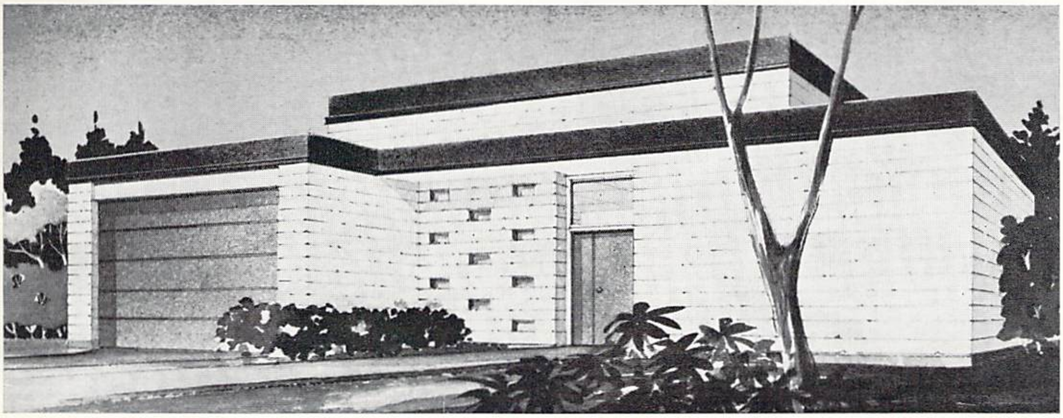
Ted Bateman and Wilf Manson (below) are shown atop the Haney TD-2 tower during construction of the B.C. leg of The Trans-Canada Microwave System.

FASHION PLATE:

The Well-Dressed Lineman In British Columbia



This is safety gear no thinking lineman would be without. As demonstrated by William Humphrey, it includes: A life jacket, worn whenever a lineman is working over water, and rubber gloves, those vital life-savers that are always available in plainly-marked boxes for all outside plant employees. The gloves are tested for 10,000 volts. Plant trucks are also equipped with first aid kits and with snake-bite kits in some regions.



The new Sechelt automatic office will look like this when it is completed early in 1960. The $30,000 building, replacing the present manual office, will be located at Inlet Avenue and Mermaid Street.

New Buildings for Gibsons, Sechelt

WORK commenced during November on the construction of an $80,000 building which will house a new telephone system at Gibsons.

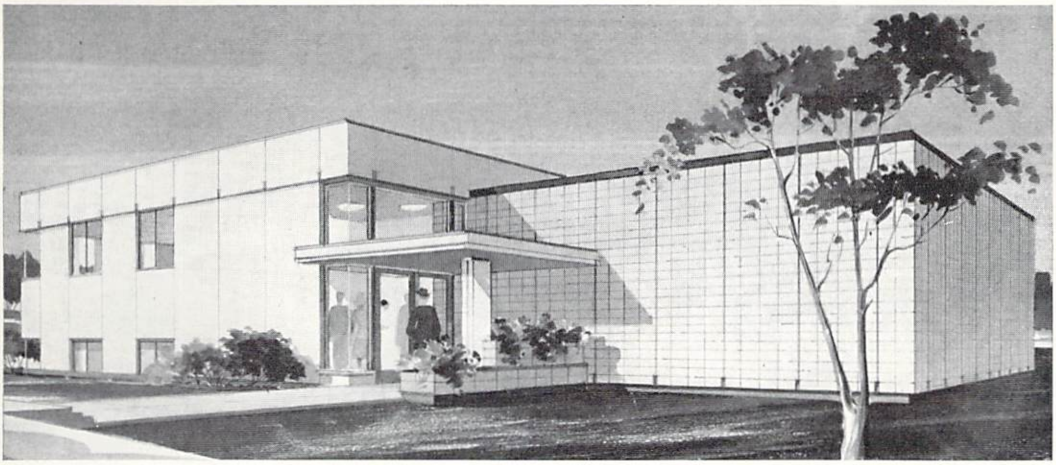
The two-storey building, scheduled for completion in April, will include a new dial exchange replacing the present manual system, and a toll centre for the Sechelt Peninsula. The new Gibsons automatic office, which will go into operation during the summer of 1960, will have the office name Turner 6.

Contract for the building, which is located at the corner of North Road and Hillcrest Avenue, was awarded to Peter Kiewit Sons Company of Canada Ltd. Construction will be of re-inforced concrete and blocks on two levels.

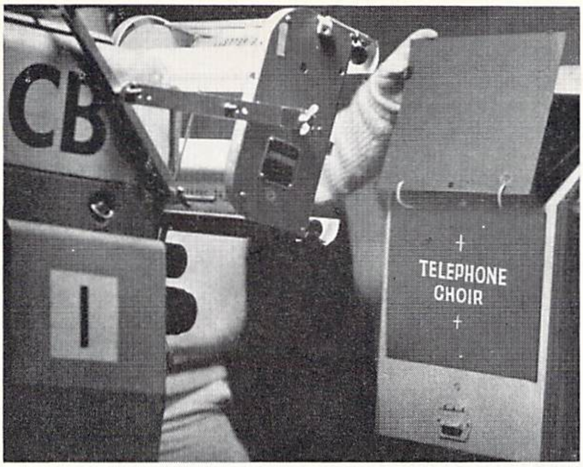
A single-storey section will accommodate automatic equipment. In the two-storey section, there will be an operating room and operators' lounge on the upper floor with heating and emergency power below.

The same contractors have started work on a $30,000 building which will house the new Sechelt Turner 5 dial office at Inlet Avenue and Mermaid Street. Sechelt is scheduled for cutover to automatic at the same time as Gibsons.

Total cost of the Gibsons conversion, including the cost of the building, will be about $556,000. Cost of the Sechelt conversion is estimated at $291,000, making a total expenditure of close to $850,000 for the Sechelt Peninsula. Architects for both buildings are McCarter, Nairne and Partners, Vancouver.



An artist's impression of the $80,000 building now under construction for the Company at North Road and Hillcrest Avenue in Gibsons. Completion is scheduled in April.



The camera moves in to title the show.

B. C. Telephone Compa

The voice of B.C. Telephone Company, its holiday
went out to C.B.C. televiewers December 23 in t
telecast of the Company choir.

It was the first television appearance of
major production effort on the part of C.B.C. i
was placed on film in CBUT's Studio 42 on D
near Christmas and it proved to be a taxing bu
the 50 members of the choir and Director Lesl

By 1 p.m., the singers were ready for the fi
late in the afternoon before Producer Doug Gillin
the show was ready to be filmed. The choir alr
Christmas carols sharply honed, but it took stu
the lighting, timing and audio levels. In his
studio, Gillingham had painstakingly assemblec
formed of close-ups, silhouettes, fade-outs, and
one image superimposed on another. When the
one connected with it was in a state of limp ex
pany had itself a Christmas greeting of attrac
Jack Lindsay.

Fifty voices in perfect unity.

A welcome break between rehearsals.

Lighting expert Jim O'

ny Presents

greeting to subscribers,
he form of a 30-minute

he choir and it was a
Vancouver. The show
ecember 5 for telecast
thrilling experience for
e Monk.
st rehearsal, but it was
gham was satisfied that
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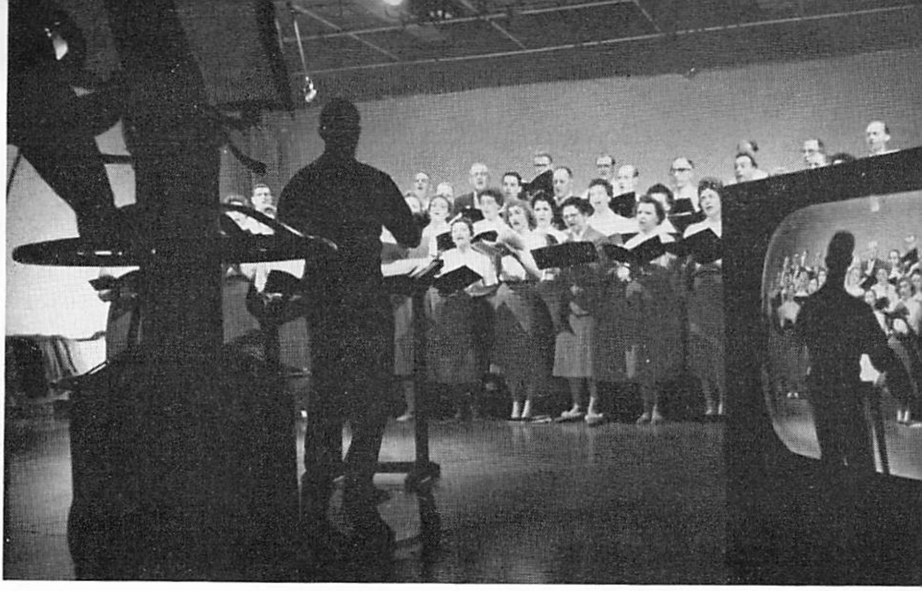
io rehearsals to perfect
ontrol room above the
a total artistic effect
"supers", which means
ob was finished, every-
naustion, but the Com-
ive format. Photos by



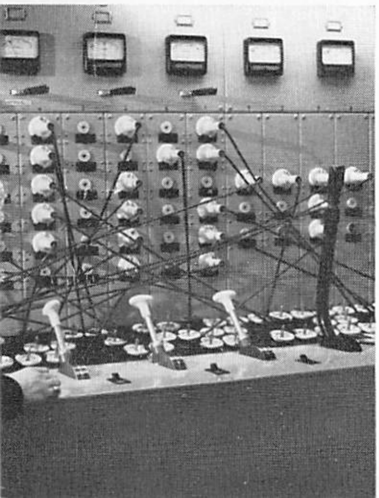
Monitor screen shows up rough spots in rehearsal.

Even men wear make-up on TV.

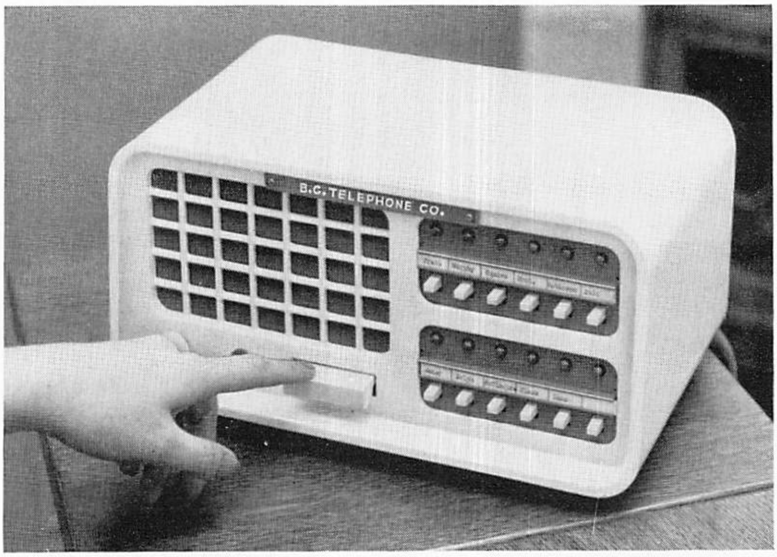
Telephone people all, but artists on the TV screen.

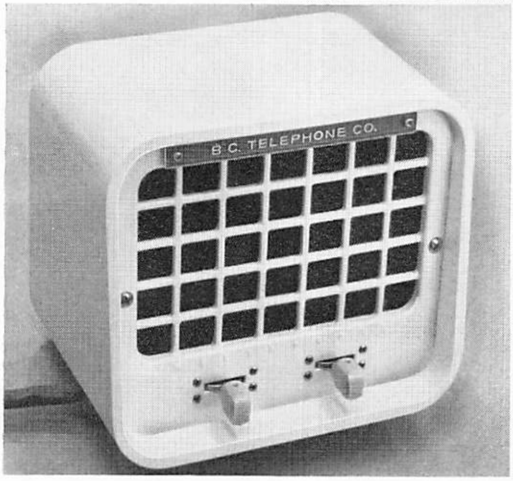
The producer and his staff assemble the parts for a perfect product.

rien at the dimmer board.



The instrument at right is a 12-line master station in one of the Loudspeaker Intercommunications Systems now being marketed by the Company. The leaf-type key is depressed when the user is talking and released for listening. The unit is combined with sub-stations (below) for a highly versatile intercom system. Photos by Terry Wilson.





Second Woodland Cut Complete

The Company's new Woodland office at Whalley entered a second important stage of operation November 8. At 12:01 a.m. on that date, 1850 Whalley area telephones were switched to Woodland from the Lakeview system.

The Woodland central office, at 104 A Avenue, Whalley, was opened August 30 with the switchover of 2000 phones.

Subscribers affected by the cut live in what, for conversion purposes, is described as Area "B" — bounded on the south by Townline Road; on the west by the B.C. Electric tracks and a line running south to Townline Road halfway between Scott and Sandell Roads; on the north by Ferguson Road, and on the east by a line running between the Trans-Canada Highway and Roebuck Road.

Intercom Systems Offered By Marketing and Sales

THE Company is now offering B. C. business firms a device that functions almost like an additional employee—a Loudspeaker Intercommunications System.

It provides immediate voice contact with individuals over a wide area and it is provided by the Telephone Company at a fixed monthly charge, just as for a telephone.

Two models of master units and four substation units are available in attractively-styled plastic cabinets as bases for a flexible intercom system that Company salesmen can adapt to almost any business need.

Systems consist of one or more master stations, plus substations in any business location where they are needed—offices, warehouses, shops or stores. Expansion is by means of plug-in extension units and, for large installations, single unit master stations with capacities of up to 60 switches are available as standard units.

Cabinet designs of the intercom equipment have won two design awards in this country and are called "a triumph of Canadian engineering".

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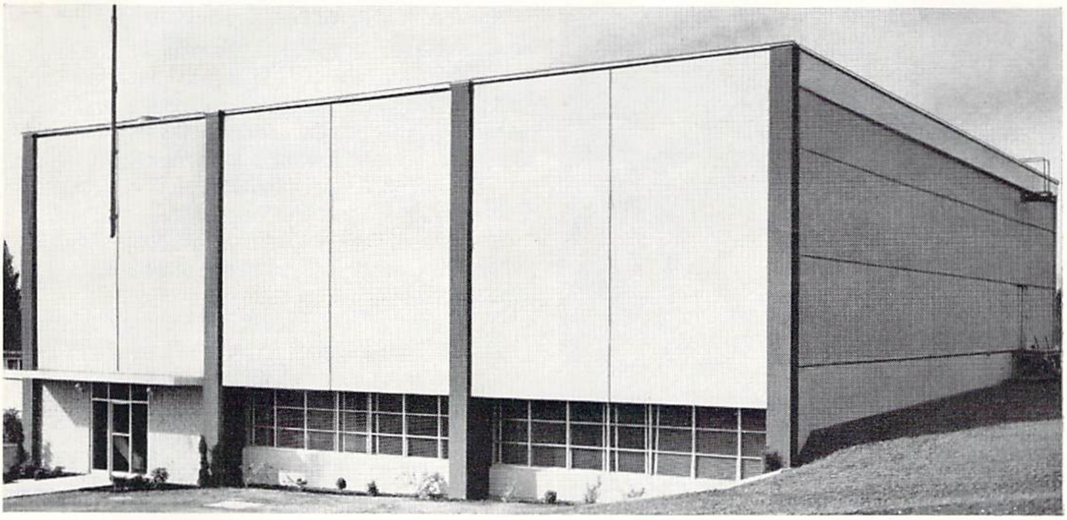
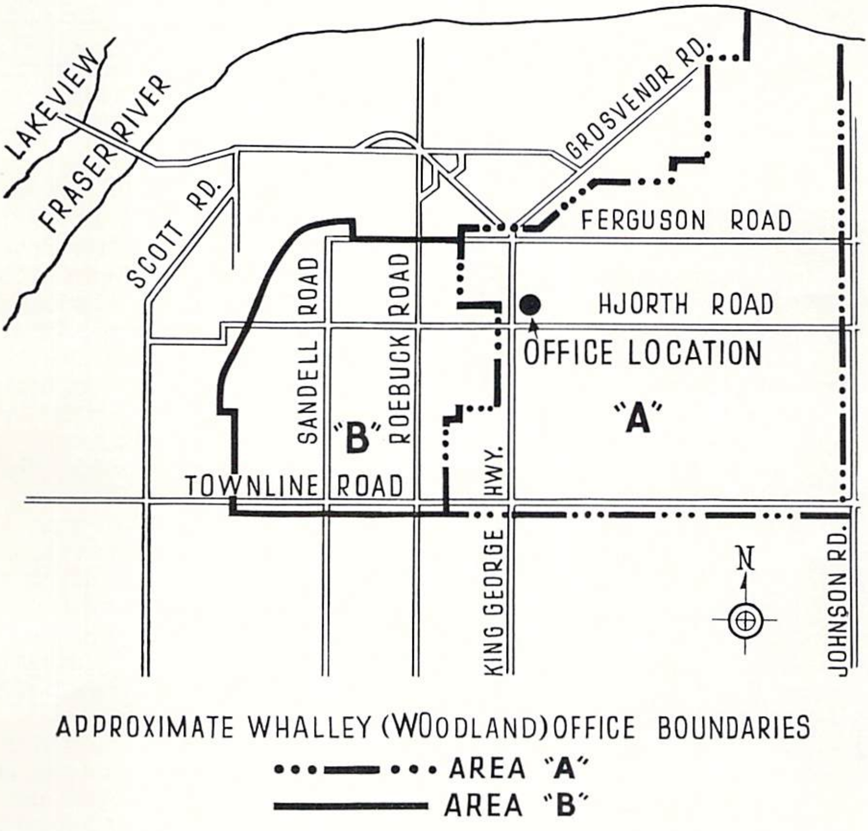
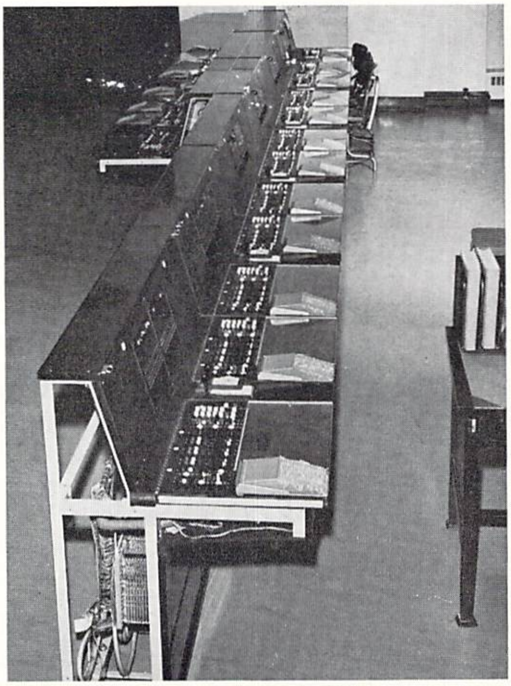
F. G. SIMS, formerly special sales representative, has been appointed sales supervisor in the marketing and sales department, with responsibility for employee sales. He will report to N. C. Millidge, marketing and sales manager. Miss H. M. Chisholm, formerly merchandising assistant, has assumed the new post of sales supervisor assistant, reporting to Mr. Sims.



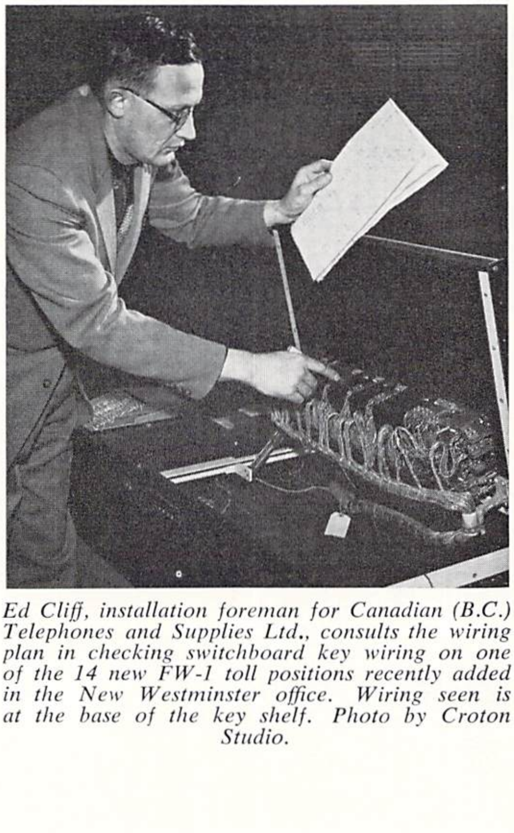
This sleek building houses the Woodland exchange at Whalley. It is located at 104 A Avenue, about one block east of Trans-Canada Highway. Some 3850 Lakeview telephones were switched over to Woodland numbers in two separate cuts in August and November. Photo by Croton Studio.



This map shows the present boundaries of the Company's new Woodland central office at Whalley. Telephones in Area "A" were switched from Lakeview to Woodland August 30. A second stage in the development of the office was the switchover of telephones in Area "B", also formerly served from Lakeview, on November 8.



A gleaming new section of FW-1 switchboard awaits the experienced touch of the toll operators at New Westminster. This addition of 14 positions (four of the positions shown are part of the "old" installation) brings the total number of FW-1 positions in the Lakeview office to 42. Photo by Croton Studio.



Ed Cliff, installation foreman for Canadian (B.C.) Telephones and Supplies Ltd., consults the wiring plan in checking switchboard key wiring on one of the 14 new FW-1 toll positions recently added in the New Westminster office. Wiring seen is at the base of the key shelf. Photo by Croton Studio.

New Westminster Toll Board Grows

ASSURED of continued growth in the New Westminster, Port Coquitlam and Whalley areas, the Company has moved ahead with a $374,000 project to expand New Westminster's long distance switchboard.

The original 28-position, FW-1 cordless switchboard has been expanded to 42 positions and a two-position addition to the information and intercepting board has been installed.

The first FW-1 board in the province was installed, tested and proved in at New Westminster, long before similar but larger boards were placed in Vancouver and Victoria for the advent of operator distance dialing.

Population and industrial growth in the lower Fraser Valley has been spectacular and shows no signs of diminishing. As the key centre of the region, New Westminster is continually called upon to provide increasing services to its new residents and neighbors; thus the expansion in telephone facilities to meet both present and assured future demand.

New Westminster has an operating staff of 88 now, working in shifts around the clock, and that is expected to reach 100 within a year.

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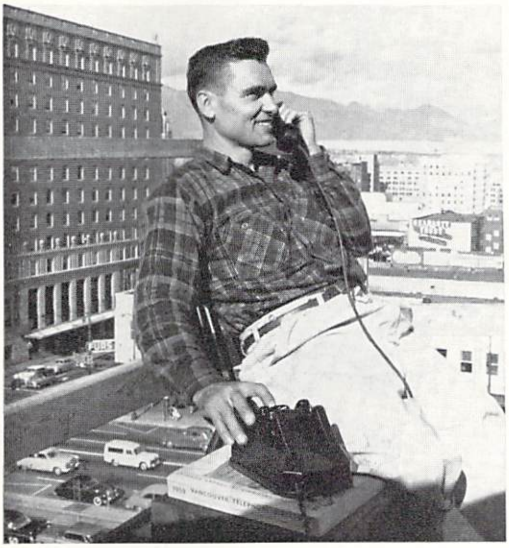
Employees Donate to Charity

TELEPHONE employees in the Greater Vancouver area have contributed $53,764 to their own Community Fund which is apportioned to charitable groups in the area. The total contribution was somewhat less this year than last but this is attributed to a smaller total payroll in Greater Vancouver. The percentage of contributors and the average contribution were both higher than in 1958. Average contribution was $17.29, compared with $15.59 last year; 72.1 percent of the employees contributed, compared with 71.9 a year ago, according to R. L. Stevenson, campaign chairman.

Highest percentage of participation in the Vancouver campaign this year was by Dominion Directory Company Ltd. employees; 94.8 percent of them gave.

New Westminster district collections for the United Good Neighbor Fund amounted to $1885 from 216 employees and Victoria contributed $1213 to the Community Chest there. Employees in the Capital City hold two other fund drives during the year. In charge at New Westminster was Don Chubb and at Victoria Eric Mallett.

Telephone News in Brief



A Type 40 all-weather telephone was Danny Sailor's first and only direct communication to Vancouver throughout the recent Red Feather campaign. The champion high-rigger remained on his platform at the 60-foot level of a 100-foot pole in downtown Vancouver during the campaign to attract attention to Community Chest needs. Photo by Jack Lindsay.

Roy B. Mason, depreciation studies engineer, has won the Junior Chamber of Commerce Safe Flying Trophy for 1959. The award is made annually to the pilot who, for one year, has flown without accident or flight violation. Mr. Mason has been an amateur pilot for only two years. He is also president of B.C. Mountaineers Association and has played vital life-saving roles in mountain searches around Vancouver.

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N. F. Pullen, director of public relations, has been elected president of the Public Relations Society of British Columbia. The election was held in November.

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The Art Directors Club of Vancouver has awarded first prize to the Company for its series of three television commercials advertising extension telephones.

* * *

Re-elected to the executive of the Advertising and Sales Bureau of the Vancouver Board of Trade are W. K. Impett, Vancouver commercial manager, and F. H. Moonen of the public relations department. Mr. Moonen was also elected vice-chairman of the Board's Advertising Club and J. H. Leonard, advertising supervisor, was named a director.

* * *

William J. O'Donnell, apprentice central office maintenance man at Mutual, has won a weight-lifting title. At a competition on November 1, Mr. O'Donnell became B.C. Light Heavy Weight Champion.

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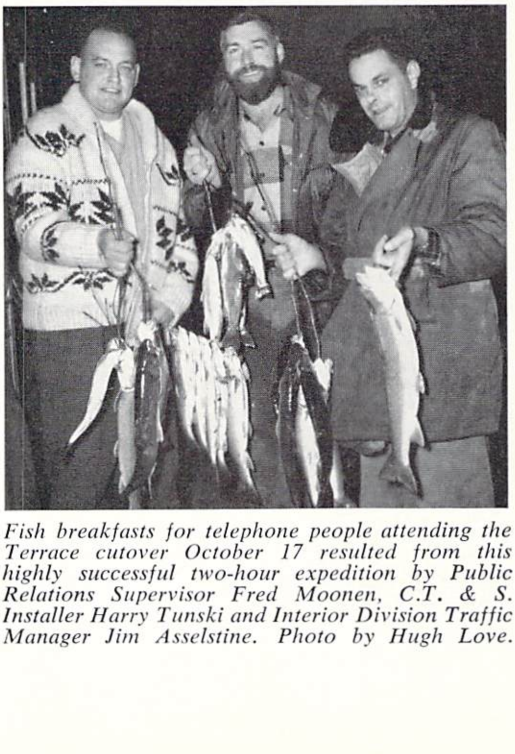
Courses in telecommunications offered by the Federal-Provincial Trades and Technical Institute in Vancouver this year attracted 79 enrollees from the B.C. Telephone and associate companies. Courses taught at the Institute include mathematics and engineering science, telecommunications and telephony.

* * *

F. C. Garrett, special studies supervisor, has been named commanding officer of the 15th Field Regiment RCA, one of the largest reserve army units in Canada. The unit was formed by the merger of the 15th Field, which Lt.-Col. Garrett has commanded for the past year, and the 43rd Medium Anti-Aircraft.



Fish breakfasts for telephone people attending the Terrace cutover October 17 resulted from this highly successful two-hour expedition by Public Relations Supervisor Fred Moonen, C.T. & S. Installer Harry Tunski and Interior Division Traffic Manager Jim Asselstine. Photo by Hugh Love.

Intrigued with the special ribbon effect on her retirement gift is Miss Marion Mitchell (centre) who examines the long list of names with Miss E. R. Walker, district traffic superintendent, who had just made the presentation. Miss Margaret Munn, assistant PBX supervisor, is shown looking on. Miss Mitchell retired from the Company following 36 years' service and was feted at a reception on September 30. Photo by Bill Halkett.

Victoria PBX Supervisor Retires

ALREADY enjoying the splendor and enchantment of Hawaii is Miss Marion Mitchell, popular Victoria PBX supervisor, who left for the Islands soon after her retirement on September 30. Miss Mitchell, well known among business people in Victoria through her long association with PBX work, completed 36 years' service with the Company, the past 18 of them assisting switchboard operators in various Vancouver Island firms.

She is also well known in music circles, having been a member of the First United Church choir for 23 years. In addition, she sang with the Schubert Club and the Victoria Choral Society. During the Second World War she devoted much time to entertaining troops as a member of a touring Scottish Concert Party. Her hobbies are outdoor sports, particularly swimming and horseback riding.

July 1, 1923, brought Miss Mitchell into the telephone fraternity and, after initial training, she was assigned to the Kerrisdale staff. She was a senior operator when, in 1929, she requested a transfer to Victoria. Among her succeeding positions were those of service observer, toll operator, and acting assistant PBX supervisor. She assumed full charge of PBX's in July, 1942.

The Ardenhein Room at Holyrood House was the scene, on September 23, of a reception and coffee party in honor of Miss Mitchell when members of the traffic department were hostesses. There was a large gathering of guests including many PBX operators and ex-employees.

Floral decorations, arranged by Miss Kathleen Goodall, were made up of gold and bronze chrysanthemums, and Miss Mitchell's corsage, presented by District Traffic Chief Miss Emily Warburton, was pink carnations and heather. Topping Miss Mitchell's farewell package was a uniquely-fashioned chrysanthemum of gold ribbon containing the names of her well-wishers. Her gift, presented by Miss E. R. Walker, district traffic superintendent, was a handbag with enclosure.

Among the guests at Miss Mitchell's party were (back row—left to right) Thomas McLaren, PBX and PABX installer; Frank Glass, storeman; Ken Waterman, PBX and PABX installer, and Art Barry, central office maintenance man. Front row —Sid Neville, B.C. Electric Company foreman, and Art Hardy, district equipment supervisor. Photo by Bill Halkett.

Traffic department officials pause for the cameraman following the presentation by H. G. Bourne (right) general traffic manager, to retiring district traffic chief, Miss Louise Stephenson. At left is H. W. Foulkes, general traffic supervisor, who acted on behalf of B.C. Chapter 53, Telephone Pioneers of America. Miss Stephenson wears the brooch which was presented to her earlier that day by close associates. Photo by Williams Bros.

Gifts Honor Retiring Traffic Chief

A PRESENTATION touched with nostalgia and a genuineness typical of traffic people marked the recent retirement of District Traffic Chief Miss Louise Stephenson. The presentation by H. G. Bourne, general traffic manager, followed his well-chosen remarks and resumé of Miss Stephenson's long and outstanding career. "She was with the Company for 46 years," he related, "and that is remarkable in an industry born only about 80 years ago."

Miss Stephenson's retirement gift was a handbag with cash enclosure. H. W. Foulkes, general traffic supervisor, presented her with a Telephone Pioneer Life Membership certificate, and co-workers in Room 701 presented her with a rhinestone brooch.

Born in Northumberland, England, Miss Stephenson received part of her education there, continuing studies in Nova Scotia after the family emigrated in 1910. Three years later the Stephensons moved west to settle in Vancouver.

At the beginning of her career, which started at Highland in July, 1913, Miss Stephenson was an operator. She had gained a background of supervisory and clerical experience, however, by May, 1924, when she took charge of the then new Glenburn office and became its first chief operator. In 1928 Miss Stephenson was chief operator at North, and in 1929, chief operator at Carleton. Her supervisory responsibilities increased with promotion to traffic supervisor, a position she reverted to following a second appointment as head of the Carleton operating staff. She also served a year as C.O. at Kerrisdale. Miss Stephenson took over a traffic district in May, 1936, and has since been in charge of various local offices. She made many friends during her career which, on parting, perhaps prompted her to say in gratitude, "I go away with a nice, nice feeling."

She has been active in the Telephone Employees' Medical Services Association since 1937, having been a member of the original board of management. In recognition of this uninterrupted term of service, the Association presented Miss Stephenson with a gold compact.

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Automatic System for McBride

A NEW automatic telephone system, identified as Logan 9, has been installed by Northwest Telephone Company at McBride. It went into operation the night of November 14.

The system, costing $53,900 and housed in a new $13,750 building on Third Avenue, has more than doubled the old 90-line system and it makes McBride a part of the continent-wide operator distance dialing network. As in the past, long distance calls from McBride are handled by Prince George operators.

McBride has nearly 300 telephone subscribers and is located along the Fraser River southeast of Prince George.

Up-Island Retirements

More than a century of service ended in October with the retirements of four B.C. Telephone Company employees on Vancouver Island. Contributing to that impressive total was Miss Myrtle Bell who had chalked up 34 years' service when she retired from the office where she started as an operator in 1925.

Miss Bell was born in Nanaimo and spent most of her telephone career there. She was well known, not only as a native daughter but, business-wise, as chief operator of the Nanaimo operating staff. Miss Bell is associated with a number of organizations in the Island centre, including Telephone Pioneers of America, the I.O.D.E., Crescent Chapter of the Eastern Star, and the Soroptimist Club.

Another Vancouver Islander contributing to "a century of service" is Mrs. Jessie Cloke, operator at Chemainus. Mrs. Cloke was with the Company for 35 years although she actually started in 1920.

A Scotswoman by birth, Mrs. Cloke began her career with the traffic department in Victoria. She later transferred to plant where she was employed until her marriage in 1946. Returning to the Company in 1949 she resumed service with traffic, working at Ladysmith and Chemainus.

Two other Island retirements were those of Miss Marion Mitchell, with 36 years' service, and Peter Garrick with 19 years.

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Farm Calls Island Repairman

Happily surveying his Gulf Islands bailiwick from a snug retreat on Mayne Island these days is Peter "Les" Garrick, retired Gulf Islands repairman.

The work of a repairman in a watery exchange like Gulf Islands bears about as much resemblance to the work of an interior repairman as that of an operator to a line and station installer. It's tough going out on a repair job in a storm anywhere, but it's tougher when you have to go by boat. Les Garrick frequently travelled 40 miles a day in his 32-foot boat, the "Riverside", shooting trouble in the exchange that has more than 300 subscribers scattered over six islands. Once he reached a boat landing, Mr. Garrick often had to take a taxi to the scene of trouble. Among his responsibilities was the vital Mayne Island repeater station linking the two submarine cables between Vancouver and Victoria.

Retirement for Mr. Garrick means a pastoral life on his Mayne Island farm. It faces on Active Pass, the coast steamship route to Vancouver Island. Mayne Island is the only home he has known; he was born there and has raised his family there. He and Mrs. Garrick are now alone on their eight acres while two boys attend Magee High School in Vancouver.

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This emblem, in the form of a green and white button, is worn by members of the Vancouver traffic department while they serve on a traffic safety committee. Members hold regular meetings in an attempt to keep safety habits uppermost in the minds of employees.

New PABX Reflects B.C. Growth

The growth of British Columbia is accurately reflected in expansion of the private automatic branch telephone exchange of the Provincial Government at Victoria. Already the largest PABX in the province, it was expanded again in June and the switchboard in the Parliament Buildings is larger than many of the boards serving entire communities in B.C. It was custom engineered by B. C. Telephone Company to fill Government needs and represents an investment of some $200,000 by the Company.

The installation serves personnel in 45 buildings through the 900-station, five-position switchboard and Vancouver foreign exchange circuits permit direct dialing from the Parliament Buildings in Victoria to all Greater Vancouver numbers.

The first manual exchange was installed in the Government Buildings in 1914 and reached its maximum capacity of 200 locals in 1930. It was changed to a 400-line switchboard with two positions that year and to a 700-line installation in 1951. The Ministry of Public Works expects that the latest addition will be the last for many years since it is engineered for future growth. The first half of this year the Government installation handled an average 12,771 calls daily.

Kamloops Editorial Salutes Operators

The following editorial is reprinted from the Kamloops Sentinel.

ONE of the disadvantages of the dial-type telephone is that it has cut down sharply on the personal contact between the general public and those pleasant-spoken operators at the other end of the line we commonly know as "hello girls".

Their pleasant mannerisms not only bespeak good training, but to us seem to denote an innate depth of character that makes itself noticeable, particularly in an emergency.

The latest example of this comes from the little Ottawa Valley village of Lanark, which was almost wiped out by fire earlier this week. According to one report, four young women operators stuck by their switchboards summoning aid until fire burst through the wall of their exchange office and drove them to the street. Subsequently the building, like many more in the tiny community, was burned to the ground.

This is not the first time we have learned of, or even experienced personally, such incidents involving courtesy and devotion to duty on the part of telephone operators. We do not know what the telephone company has in its technique that enables it to select and train employees of this type. But we do know it is general, whether it is in a large city or, as in the case at hand, a small village.

Possibly, for all we know, these operators, wherever they are, are brought so continuously face to face with emergency situations that they become accustomed to them and take them in their stride. It may not be a disaster such as struck Lanark, but whatever it is it seems to prepare these operators to meet disaster when it strikes and to cope with it even though it takes them beyond the call of ordinary duty.

This is something we feel should be recognized, as we are now doing. Doubtless, in the case of the Lanark operators, it will be recognized by the proper authorities in the company and beyond as has been the case on other occasions.

Too often, these days, there is a lackadaisical, "couldn't-care-less" attitude toward a job. Those of us who make up the general public can rarely, if ever, accuse telephone operators of this fault, even during common day-to-day contacts.

It is something that more people could emulate.

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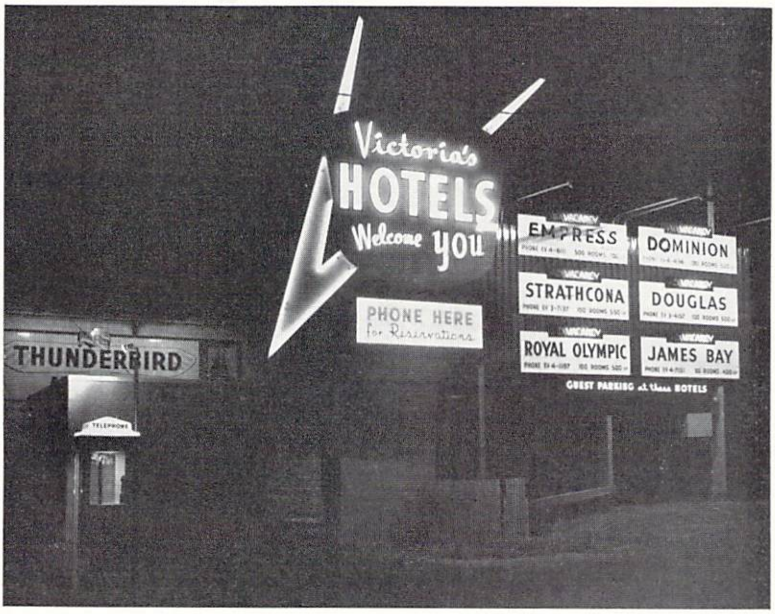
GENERAL Telephone & Electronics, which first acquired an interest in Lenkurt Electric Company several years ago, is now purchasing the remaining interest in the firm. Lenkurt manufactures carrier-current and microwave equipment and has manufacturing plants at Burnaby, B.C., and in Mexico City and San Carlos, Calif. It was founded in 1943.



Motorists arriving at Victoria are greeted by this cluster of signs which show at a glance the hotel room situation in the Island centre that is often crowded with tourists during the season. Telephone lines link each hotel desk with the sign so that clerks may activate the "Vacancy" or "No Vacancy" signs. Incorporated with the display is a paystation so that visitors may make their selection of hotel and telephone their reservations. The sign is believed to be one of the first of its kind in the west. Photo by Bill Halkett.

A Picture

"Aloha Week" attracted these members of the B.C. Telephone and Okanagan Telephone Companies seen here festooned with leis (in the tradition of the Islands) on their arrival at Honolulu International Airport. The tour, arranged by T.E.S.A.C., travelled to Hawaii during October and spent two weeks at Waikiki's Polynesian Hotel.

Miss Marlene Hamilton, desk clerk in Unit 3, Vancouver toll, went before the C.B.C. television cameras for an interview on the "Country Calendar" show. With her is Commentator Jack McPherson, discussing her long career as a 4-H Club member. She was a consistent prize winner in club work. Photo by Rolly Ford Photo Publications Ltd.

Potpourri

In anticipation of the proposed Telephone Employees' Social and Athletic Club Charter Trip to Britain next May, Miss Pamela Gardner of Vancouver Long Distance, discusses travel arrangements with Miss Shirley Cameron of Northwest Orient Airlines. The four-week trip to Europe at specially-reduced fares leaves Vancouver on May 10 and returns June 8. Photo by Graphic Industries Ltd.

Among top B.C. winners in a recent national color photo contest sponsored by The Toronto-Dominion Bank was John Rayer (centre) of commercial engineering, shown displaying the photograph which won him third prize of $100. With Mr. Rayer are E. P. Rush (left), business development officer for the bank in B.C., and Leslie R. Gue, second place winner.

Transmission Levels–An FW-1 Problem

UPBUILDING of transmission levels to meet the requirements of the FW-1 switchboard and intertoll switching machine was a weighty engineering problem overcome only by careful planning and close team work.

One of the essentials of the continent-wide distance dialing plan is that these levels should be the same, whether a call is being routed locally or across the country.

More specifically, the problem facing the Company's transmission engineers, back in the planning days of the summer of 1956, was how to build up transmission on the different intertoll trunk groups so that quality would be the same, no matter what the route. This had to be done on an existing system in which all switching was done manually, and in which a wide degree of tolerance was permissible.

New Methods Needed

Along with much higher transmission standards, the change to a completely automatic operation required new methods of signalling from office to office, instead of the straight ringing signal sent out by the operator. The FW-1 operator would be "dial pulsing" instead of selecting a circuit manually, and the machine would be selecting the route and forwarding the necessary signals.

Every intertoll trunk had to be changed, and additional trunks had to be added in all trunk groups to take care of the growth and extra switching requirements.

Miss Rita Buchanan, conversion clerk, is shown at her desk at Oliver preparing for the July 17 conversion of Osoyoos to harmonic ringing. Similar improvements in service went into effect in Chilliwack August 16 and in Nanaimo in October.

From the transmission standpoint, the change was from a plan in which as much traffic as practicable was handled over direct circuits, with a minimum of switching, to one in which two or more intertoll circuits would be used in tandem on many calls. And as a result of the alternate routings which are an integral part of the distance dialing plan, different numbers and makeups of circuits could be encountered on successive calls between the same two telephones.

To the transmission engineer, this means that the transmission loss of each circuit which may be used in a connection must be low in order to provide adequate transmission on all calls, and to avoid large differences in transmission on successive calls between the same two places.

Widespread Training

How was the job tackled? First, from the overall engineering standpoint, there was the planning and ordering of equipment. Then began a widespread program of training.

Among the major engineering projects was the adjustment of the FW-1 switching machines in Vancouver and Victoria so that they could discriminate between a call terminating in Vancouver and Victoria, and a call extended through these cities to some other point.

In the new system, for example, Seattle can dial Abbotsford. Seattle dials into the Vancouver system, which in turn routes the call through to Abbotsford by way of the Vancouver-Abbotsford intertoll trunk. In so doing, the control conditions within the machine itself set up a different transmission loss than would have been the case if the call had terminated in Vancouver. More simply, terminating and through calls are required to follow different transmission paths.

The plant department held training courses to familiarize maintenance men with new equipment and methods. An important part of the new transmission routine was the setting up of maintenance records, and the introduction of special plant dialing codes. By dialing the code numbers, the maintenance man testing a trunk can assess the transmission quality by means of a tone he receives from the distant end.

The tone is measured in terms of a reference point, deviation from which is governed by the type of facility, microwave cable or otherwise, being used between two toll centres or on intertoll trunks.

Thanks to the FW-1 transmission upgrading, all transmission, and not merely that of toll, has been improved. The Company is continuing a program of transmission improvement for outlying districts, associated in most cases with plans for conversion of manual offices to dial.

Upbuilding transmission levels was a team effort requiring the co-operation of many departments and individuals. The transmission staff worked directly with the traffic, plant and engineering departments, and in the field with the installation forces of Canadian (B.C.) Telephones and Supplies Ltd.

Traffic arranged on numerous occasions for the release of existing manual trunks, for "lining up" and checking. Normally this was done in the off-busy hours, so that inconvenience to the public was avoided.

In the weeks leading up to the FW-1 cutover, the transmission field groups completed the lining up of the new intertoll trunk circuits. At the time of the cut, a new era of better-quality transmission was ushered in by the disconnection of temporary hook-ups allowing existing circuits to work back into the manual switching.

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Film Catalogue Available

Now released by the public relations department of B. C. Telephone Company is a catalogue of sixteen 16 mm films available for loan to schools, churches, service clubs and other groups.

The catalogue gives a brief synopsis of each film on file in the Company's film library and its publication is expected to increase the already heavy use being made of these visual aids.

In Memoriam

George R. Rafter

FINAL rites were held in Nanaimo November 18 for George R. Rafter, an employee of the plant department at several Vancouver Island points who died November 15. He was 51.

Mr. Rafter had joined the Company 26 years ago, working as a lineman, combinationman, line and station installer and line and station repairman at Nanaimo, Port Alberni, Courtenay, Duncan and Victoria.

Survivors include his wife, four sons, one daughter, his father, three brothers, one sister and ten grandchildren.

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Arthur G. Yelland

ARTHUR GEORGE YELLAND, an employee of the New Westminster plant department since 1940, died suddenly on October 8. He was 50.

Mr. Yelland was born in Vancouver but resided in Coquitlam at the time of his death. He had worked with the plant department at New Westminster throughout his employment with the Company and was a groundman the past 11 years.

Survivors include Mrs. Yelland; a step-brother, Ralph S. MacPherson, New Westminster; one sister, Mrs. R. B. Graham, Vancouver; and two step-sisters, Miss M. O. MacPherson, and Mrs. E. J. Gill, both of Vancouver.

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Miss Ida Raeburn

MISS IDA P. RAEBURN, recently retired traffic department employee, passed away suddenly on October 12.

Irish by birth, Miss Raeburn started with the Company at Collingwood in January, 1920. With the exception of breaks in service between 1925 and 1927, and 1932 to 1934, she was in the same office (through its change in name) until she became assignment bureau clerk in March, 1958. During those years in the telephone office at Kingsway and Boundary, she was an operator, desk clerk, senior operator, supervisor, teacher, and acting assistant chief operator. She was assignment bureau clerk from March, 1958, until she retired.

Miss Raeburn is survived by two sisters, Mrs. C. Gordon and Miss Mary Raeburn, and a very dear friend, Miss Francis Mungeam.

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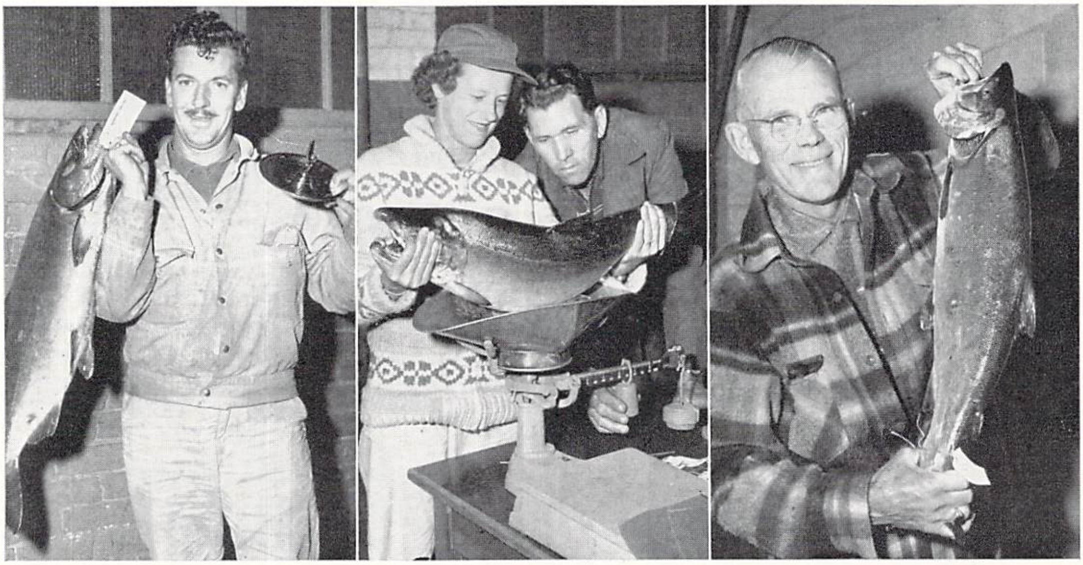
SYMPATHY is extended to Edmond Esson of Vancouver installation, on the death of his mother on October 14; to Miss Clara Trotter, traffic training supervisor, and to Miss Caroline Trotter, retired, on the death of their mother on October 16; to Mrs. Gudrun Evans, general engineering, on the death of her mother on November 30, and to H. L. Lewis, traffic engineering, on the death of his father on December 5.

In Our Sports World

The Company Golf Club banquet, in the Fraserview Clubhouse November 7, was the occasion for presentation of trophies won in competitions during the 1959 season. Seen (left) with the club championship McLean Trophy is Bob Sutherland, general accounting. The cup is awarded for scratch competition. Presentation of the Pipes Trophy was made by Vice-president and General Manager W. S. Pipes to Don Knight, commercial engineering, winner of the club handicap championship. T. H. Halford, director of personnel, (second from right) handed over the Boyce Trophy for eclectic competition to Jack Morrow, power engineer, and the Kennedy Trophy for closed handicaps to Bud Maclean, general traffic, (right). Photo by Rolly Ford Photo Publications Ltd.



In spite of adverse weather and some of the poorest fishing conditions of the season, some 200 sportsmen braved the storm to take part in T.E.S.A.C.'s fall fishing derby on September 19. Almost double the weight of last year's prize-winning catch was that of Bob Reynolds who is shown at left with a 20 lb. 2 oz. salmon, trophy and $100 cheque. Second prize of $50 went to Mrs. Gwendolyn Selcer of Unit 1, Vancouver toll, shown weighing-in with help from Norm Leece. Her catch was 13 lbs. 8 ozs. Right—R. L. Somers, Vancouver district plant manager, with his "hidden weight" prize winner of 12 lbs. 8 ozs. Photos by Graphic Industries Ltd.

Ex-Tel-O Club members held their annual bazaar and luncheon on November 19 in the Canadian Legion Hall on Seymour Street and, reports Mrs. Betty Davidson, realized over $400. Pictured at left are Acting Treasurer Mrs. Davidson, Mrs. Vera Ford, past president, and Mrs. Lillie Grange, president. Right—Mrs. Esther Ramsay sells aprons to Miss Florence Heisterman and Mrs Nan Chapman. Miss Dorothy Plumsteel is seen in the background. Photo by Rolly Ford Photo Publications Ltd.

Traffic Changes Announced

H. G. Bourne, general traffic manager, has announced the following organization changes relevant to the recent retirement of District Traffic Chief Miss Louise Stephenson.

Maryan Maciejewski, staff assistant to the general traffic manager, becomes traffic student reporting to the Vancouver district traffic superintendent; **Miss Anne Thompson,** Alma chief operator, was named chief clerk to the general traffic manager, and Assistant Chief Operator **Miss Lena Townsend** was appointed acting chief operator at Alma.

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Pioneer Membership Explained

Are you eligible for membership in the Telephone Pioneers of America? Bert Abram, chairman of the membership committee of Chapter 53, says that from time to time the committee hears of employees who misunderstand the requirements for membership.

Bert points out that any person employed in the telephone industry 21 or more years can become a Pioneer. This employment can be with any company in the business of providing telephone service to the public and the service need not be in one continuous period.

Employees who qualify, or think they qualify, should contact the secretary or any other officer of the B. C. chapter. The Pioneers are anxious to have them as members.

Repairman Averts Tragedy

On July 26 the town of New Denver in the West Kootenay suffered a damaging fire that destroyed a garage, cafe, warehouse, storage shed and a small residence. For a time it threatened to wipe out the entire residential area.

A blaze of that size always attracts huge crowds and the throng that congregated at New Denver was saved from possible tragedy by a B.C. Telephone Company district repairman. A 12,000-volt power line dangled over the crowd and police said it could have electrocuted several persons if Glen A. Emary had not climbed the pole and cut off the power.

Cpl. A. J. Sutherland of the R.C.M.P. said Emary "took a big chance but he knew what he was doing. If that line had come down it would have killed a dozen people".

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General Telephone & Electronics Corporation has become the first major company to own and operate a telephone system in Alaska. With its acquisition of Alaska Telephone Corporation, G. T. & E. serves telephone subscribers in Seward, Petersburg, Haines and Wrangell in the new state.

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Heavy demand from Fraser Valley business firms for up-to-date communications equipment has led B.C. Telephone Company to establish a sales unit with headquarters in New Westminster.

Vancouver and the Mainland

Traffic Engineering

SAN FRANCISCO was chosen by Mr. and Mrs. Donald Gaskill for their wedding trip following a quiet ceremony in Grace Lutheran Church on September 19. The bride, the former Miss Margaret Strom, is a traffic engineering clerk.

Marking the occasion of Miss Strom's marriage, co-workers gathered at The Patio on October 17 to "shower" the recent bride with gifts for her new home. Co-hostesses were the Misses Mary Baird, Ann Watson and Beverley Christopherson, and the Mesdames Sheila Thomas and Shirley Govan.

Also married recently was Miss Shirley Stebbings, now Mrs. Ian W. Govan, whose wedding took place in South Arm United Church, Richmond, on September 5. The staff's gifts were electrical appliances.

* * *

Observation

A RECEPTION in Baker's Winter Gardens followed the wedding ceremony on November 7 when nuptial vows were exchanged between Miss Edith Scovell, service observer, and Roy McLean. Their marriage was solemnized by the Rev. Joseph Ellis in St. Margaret's Anglican Church.

Prior to the occasion, the Observation staff were hostesses at a miscellaneous bridal shower in the FW-1 operators' lounge, William Farrell Building.

* * *

Plant Department

BASKETS of gladioli decorated the interior of Highlands United Church, North Vancouver, for the early afternoon wedding, September 12, of two Telephone Company employees. They were Bride-elect Miss Dorothy J. Forbes, plant service centre clerk, formerly of Canadian (B.C.) Telephones and Supplies Ltd., and Douglas R. Edwards, central office maintenance man. The principals and one usher, Gary McGibbon, are on staff at Yukon, while Miss Forbes' maid of honor, Miss Carole Hubbs, and Bridesmaid Miss Margaret Terris are both of C. T. & S.

Mr. and Mrs. Edwards travelled to Banff for their honeymoon, following a reception at Capilano Gardens.

Associates at C. T. & S. honored Miss Forbes with a dinner and miscellaneous shower at The Barn Restaurant when Miss Bette Davidson was hostess.

* * *

Terrace

A GAY occasion mingled with some sadness was the party held for the Terrace operating staff, immediately following the cutover on October 17. Close to 100 guests, including telephone personnel attending the "cut" from Vancouver and Kamloops, were entertained at the home of Chief Operator Mrs. Verna Grant.

During the evening, an engraved silver serving tray was presented to Mrs. Grant on behalf of her operators by C. J. Finch, Terrace district commercial and traffic manager. Silver spoons were presented to Miss Rose Gill and Miss Jeannette Kohl, Terrace operators who are now at Kamloops. Similar presentations were made at an earlier date to Miss Martha Nusser and Miss Ruth Schuller, who were transferred to Kitimat.

Presentation of an engraved silver serving tray to Terrace Chief Operator Mrs. Verna Grant (left) was made by District Commercial and Traffic Manager C. J. Finch. Ceremony took place at Mrs. Grant's home following the cutover on October 17. Looking on are the Misses Rose Gill and Jeannette Kohl. Photo by F. H. Moonen.

A smorgasbord, dancing to records and community singing contributed to an enjoyable evening.

* * *

New Westminster

Two pieces of luggage, and a billfold with enclosure were presented to Supervisor Mrs. Elizabeth MacFarlane at an afternoon tea held recently in the office lounge. Mrs. MacFarlane, who has been with the Company 11 years, resigned from the staff to take up residence in Toronto. Miss Beryl Ward, chief operator, made the presentation which was attended by S. R. Hartney, district traffic superintendent, and a large gathering of co-workers.

* * *

Alma

A FAREWELL tea for Miss Louise Stephenson, district traffic chief, was given by the staff at Alma on October 28 from 3-5 p.m. The gathering, held in the office lounge, marked the occasion of Miss Stephenson's retirement and, in addition to the present staff, was attended by many former traffic people. The guest of honor was recipient of a specially-decorated cake, and wore a corsage of pink roses presented by Miss Sadie McIlwaine, desk clerk.

Another afternoon tea was held on November 6 for Chief Operator Miss Ann Thompson who was recently appointed chief clerk to H. G. Bourne, general traffic manager. Miss Thompson was presented with a corsage and, as a parting memento from her staff, was the recipient of cultured pearls.

A party and presentation at the home of Mrs. Marguerite Fearn on November 10 feted Supervisor Miss Cecilia Linden prior to her transfer to Vancouver toll. She was presented with a transistor radio by Miss Lucille Dunbavand.

Service Orders

August 15 was the date chosen by Miss Helen Meadowcroft for her marriage to Ronald Wood in St. Margaret's Anglican Church. Following the wedding, a small, family reception was held at the home of the bride's parents, after which the newlyweds left on a motor trip to the States.

Newly-weds Mr. and Mrs. Ronald Wood. The bride is the former Miss Helen Meadowcroft of service orders.

Prior to her marriage, Miss Meadowcroft was guest of honor at a miscellaneous shower given by her co-workers at the home of Miss Evelyn Irven. Her wedding gift from friends in the commercial department was a cannister set presented by Miss Fannie Westwood, service order supervisor.

* * *

Abbotsford

Of interest to both traffic and plant department employees was the marriage on October 17 of Miss Margaret E. Litke, Abbotsford operating staff, and Leonard Wallace Metzger, apprentice repeaterman at Vancouver toll. Vows were exchanged before the Rev. M. Westmacott in the Church of the Nazarene at Abbotsford.

A reception was held in the Matsqui Hall when the bride's fellow-operators acted as serviteurs.

* * *

Executive Offices

Matching Tri-Taper luggage including a pullman and overnite case was presented to Mrs. Jean Patton of executive offices at a farewell gathering on November 20. W. S. Pipes, vice-president and general manager, presented the gift from associates to Mrs. Patton who has left the Company to accompany her husband to his home in Northern Ireland.

* * *

Public Relations

December 3 was the date chosen for the quiet early-evening ceremony in Holy Trinity Church, New Westminster, in which nuptial vows were exchanged between Miss Marguerite Mason, public relations department, and Robert C. Chesterman, former news assistant with the department. John Leonard, advertising supervisor, was best man.

Mr. and Mrs. Chesterman received their guests at Rose Garth Hall and, following the reception, left for San Francisco.

On the occasion of Miss Mason's marriage, members of the department presented her with a three-piece gift of crystal. The bride-elect was also feted at a luncheon-shower at Ross Brown's Restaurant on November 17.

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Stork Call

Congratulations are extended to Mr. and Mrs. Francis Helden on the birth of a daughter on November 22 in Burnaby General Hospital.

VANCOUVER ISLAND

Victoria

A corsage of rosebuds and the staff's wedding gift made September 30 a special day in the life of bride-elect, Miss Barbara Michell, who received the gifts and best wishes of co-workers from Miss Kathleen Goodall, assistant chief operator.

Miss Thelma Sargent, who recently became Mrs. Fred Barry, was guest of honor at a miscellaneous shower given by fellow employees in the office lounge on October 8.

An autumn theme in floral arrangements and in the artistically-decorated container of gifts was carried out by committee members, the Mesdames M. Cann, V. Lovestone and H. Reece, and the Misses I. Bradley and D. Grossmith.

Chief Operator Miss Kathleen Johnson presented the honoree with silverware and a Sunbeam coffee percolator.

* * *

Nanaimo

Mrs. Sena Millan, supervisor, loaned her home recently when members of the staff honored their co-worker, Miss Sharon Bryce, with a miscellaneous shower and presentation.

These five men, pictured with the fire trucks they help operate, are all members of the Duncan plant department. As volunteer firemen at Duncan and North Cowichan, they played active roles in the recent Fire Prevention Week. Above are Ronald McKinnon and D. G. Butt, while below are James Gural, Frederick Sharp and Capt. Gordon Denholm. Photos by H. J. Wilkinson.

Bouquets in Our Mail Bag

Appreciates Assistance

FROM a letter received from George W. Rogers, M.B.E., manager of George W. Rogers Ltd., Vancouver:

"We recently moved our office and thanks to the efforts of Miss Hayward in your business office and the two men on the installation crew, our move, as far as telephone service was concerned, went off without a hitch.

"We would appreciate it if you would extend our thanks to those mentioned."

(The employees who handled Mr. Rogers' request were Miss Patricia Hayward, service representative, and Installers David Crabb and Donald Thorpe of the plant department at Trinity.)

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Staff Assist G. Ob. C.

From a letter received at the North-west Telephone Company office, Campbell River, from F/L H. C. Meston, officer commanding, No. 10 G.Ob.C. Detachment, Vancouver:

"We have been advised by Mr. L. Leishman, regional supervisor for the Ground Observer Corps in Campbell River, that your operators were of great assistance to him during the recent CF 100 search.

"Please convey our thanks to your chief operator and the other telephone operators for the extra effort expended by them during this search."

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Telephone Equipment Brings Praise

From a letter received by D. W. Mackay, general paystation supervisor, from F. A. Salt, Vancouver:

"This is to congratulate you and your employees on the very fine work that you have been performing in regard to your telephone booths and the improvement of telephones generally. Indeed I might add that your Company has come a very long way in bringing the B.C. telephone system up to date as it now is, and I find it a pleasure to use such fine equipment . . ."

Recognition from the Deputy Minister

From a letter received by Company President C. H. McLean from A. E. Webb, deputy minister, department of public works, Victoria:

"The changeover to a four digit system went into effect in the Parliament Buildings here on Monday of this week. The latest reports indicate that the changeover was effected smoothly, and is most successful.

"I feel I must pay a tribute to all those people who have helped so greatly in this matter. The work has been carried out quietly, quickly, most efficiently, and with an absolute minimum of difficulty. The entire performance is a very great credit to all concerned, and I would be grateful indeed if you would use your good offices in conveying to those concerned this expression of appreciation on my part.

"I would in particular like to mention the following: Canadian (B.C.) Telephones and Supplies Ltd. — Mr. J. A. Finestone, foreman, Mr. J. Hillier, and their crew; B.C. Telephone Company plant department—Mr. T. McLaren and his crew; B.C. Telephone Company traffic department—Miss M. Mitchell; Marketing and Sales for their invaluable help to Miss Thompson."

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Trail Operator Commended

From a letter received from E. C. Cooke, president of the Cooke Lumber Company Ltd., and Mayor of the City of Greenwood:

"Between eight and nine o'clock on July 23 I placed a call from 62 to Ottawa, Ontario.

"I would like to commend the operator who handled my call at Trail as she went to a lot of trouble and work to get the right party for me."

* * *

(These are just a few of the many letters received each month, praising the service of Telephone employees.)

Wm. R. Force
Editor

Miss Elizabeth Murray
Magazine Assistant

TELEPHONE TALK *is published bi-monthly by the public relations department of the British Columbia Telephone Company at 768 Seymour St., Vancouver, B.C. Authorized as second-class mail, Post-Office, Dept., Ottawa.*

List of Exchanges

Number of Telephones on November 1, 1959

BRITISH COLUMBIA TELEPHONE COMPANY

Abbotsford		4,161
Agassiz		809
Ahousat		46
Aldergrove		1,452
Alexis Creek		26
Ashcroft		230
Balfour		138
Bamfield		54
Boston Bar		190
Bowen Island		116
Bowser		140
Bridge River Mines		460
Burns Lake		457
Cache Creek (operated from Ashcroft)		55
Castlegar		1,396
Chase		329
Chemainus		1,274
Chilliwack Exchange		7,818
Chilliwack	6,920	
Yarrow	898	
Christina Lake (operated from Grand Forks)		71
Clinton		152
Cloverdale Exchange		12,123
Cloverdale	2,628	
Newton	5,375	
White Rock	4,120	
Cobble Hill		784
Courtenay Exchange		4,130
Courtenay	3,889	
Union Bay	241	
Cranbrook		2,438
Creston		1,606
Cumberland		640
Duncan		3,995
Fernie		809
Forest Grove (operated from 100 Mile House)		39
Fort St. James		151
Fruitvale		751
Gabriola Island		88
Ganges		741
Gibsons		903
Golden		373
Grand Forks		891
Greenwood		316
Gulf Islands		316
Haney Exchange		4,922
Haney	3,463	
Hammond	1,459	
Hazelton		258
Hope		1,057
Hornby Island (operated from Courtenay)		25
Houston		150
Invermere		489
Kamloops		7,660
Kaslo		266
Keremeos		396
Kimberley		2,302
Kitimat		2,391
Ladner		2,178
Ladysmith		1,393
Lake Cowichan		929
Langley		3,720
Lillooet		404
Lytton		114
Merritt		779
Mission		2,900
Nakusp		415
Nanaimo		9,638
Natal		400
Nelson		4,384
New Denver		263
New Westminster Exchange		34,259
Lakeview 1, 2, 4, 6	32,350	
Woodland 1	1,909	
North Vancouver Exchange		21,686
Yukon 5, 7, 8	20,580	
Woodside 6	1,106	
Oliver		1,102
100 Mile House		239
Osoyoos		663
Oyster Bay		208
Parksville Exchange		1,428
Parksville	811	
Qualicum	617	
Pemberton		176
Pender Harbour		262
Port Alberni		6,731
Port Coquitlam		2,293
Port Mellon		106
Port Moody		4,054
Port Renfrew		61
Princeton		645
Quesnel		1,797
Radium		161
Richmond Exchange		12,510
Crestwood 8	6,513	
Browning 7	5,997	
Rock Creek		52
Rossland		1,212
Saanich Exchange		2,927
Keating	1,105	
Sidney	1,822	
Salmo		305
Sechelt		590
Shalalth (operated from Lillooet)		44
Slocan		23
Smithers		754
Sooke		587
South Slocan		158
Squamish		634
Telkwa (operated from Smithers)		101
Terrace		1,481
Thetis Island (operated from Chemainus)		36
Tofino		171
Trail		6,041
Ucluelet		267
Vancouver Exchange		224,051
Mutual 1, 2, 3, 4, 5	56,614	
Amherst 1, 6	20,339	
Regent 1, 3, 6, 8	32,694	
Trinity 4, 6, 9	27,929	
Alma	9,386	
Hemlock 1, 3, 4	26,719	
Fairfax 1, 5, 7	21,103	
Hastings	16,326	
Cypress 8, 9	12,941	
Vanderhoof		431
Victoria Exchange		59,202
Evergreen 2, 3, 4, 5	47,889	
Granite 7	3,334	
Granite 8	2,876	
Granite 9	5,103	
Wells		157
West Vancouver Exchange		10,994
Walnut 2	10,056	
Westmore 3	938	
Westwold (operated from Kamloops)		34
Williams Lake		1,059
Yale		54
Youbou		330
Toll Stations		1,971
Total		499,948

NORTH-WEST TELEPHONE CO.

Alert Bay		394
Alice Arm		6
Campbell River		2,601
Chetwynd		115
Dawson Creek		3,624
Fort St. John		1,641
Kelsey Bay (operated from Campbell River)		52
McBride		268
Masset		86
Nimpkish (operated from Alert Bay)		31
Ocean Falls		790
Port Clements		42
Port Hardy		101
Pouce Coupe		227
Powell River Exchange		4,006
Hunter 2, 3	2,371	
Hunter 5	1,635	
Prince George		6,015
Queen Charlotte City		128
Sointula		192
Tahsis		158
Toll Stations		322
Total		20,799

SUMMARY

British Columbia Telephone Co.	499,948
North-west Telephone Co.	20,799
Connecting Systems in B.C.	31,123
Total	551,870

Those Holiday Calls . . .

They require peak operating efficiency and a Christmas Day staff of 500 long distance operators in Vancouver and 96 in Victoria. Throughout the system, the Company geared its operation to handle holiday long distance traffic at least equal to the 1958 record. Boxing Day and New Year's Day calling was expected to be heavier than last year.

Increases were also expected in traffic to the Antipodes, Japan and Hong Kong. Vancouver operators serve all Canada in calls to those regions, while calls to the British Isles and the Continent are handled through Montreal or New York.

More and more, subscribers are discovering the telephone as a means of bringing the warmth of a personal visit to friends and relatives in distant places.